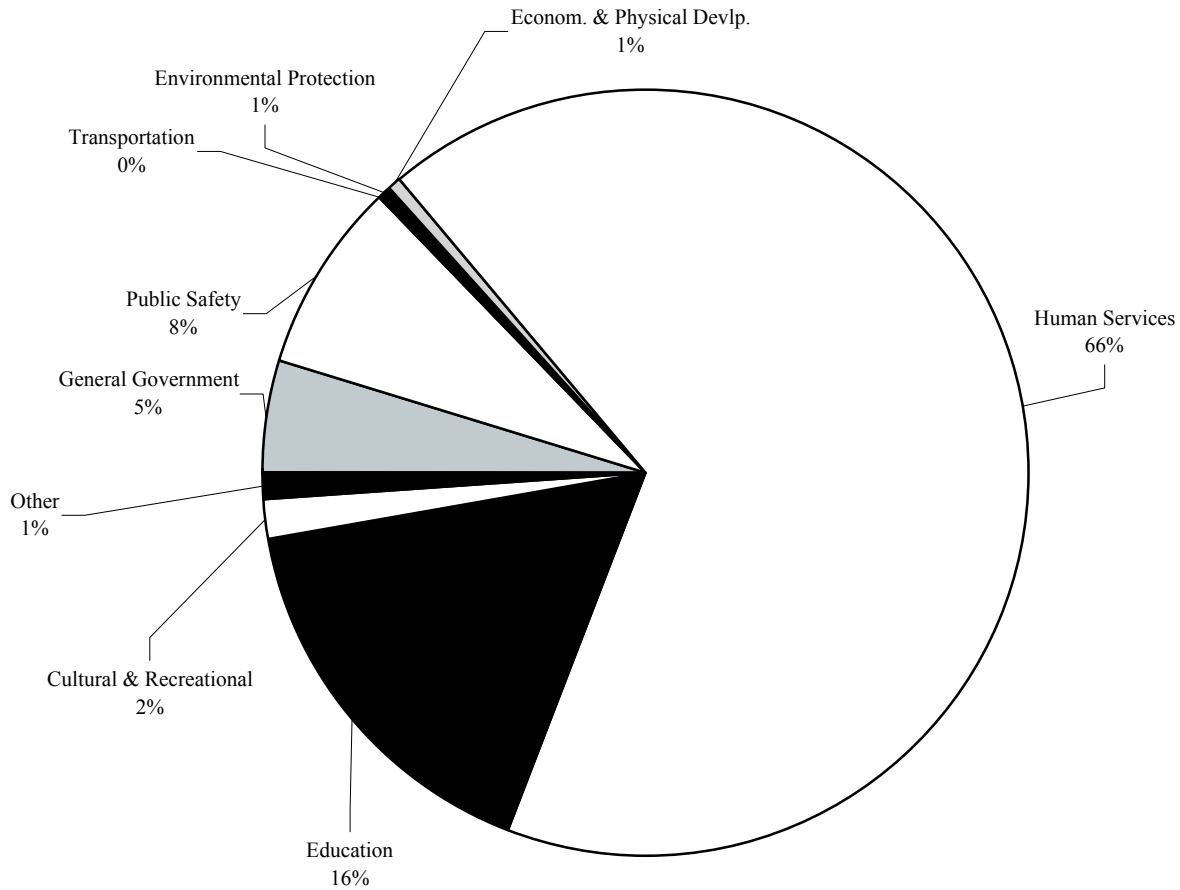


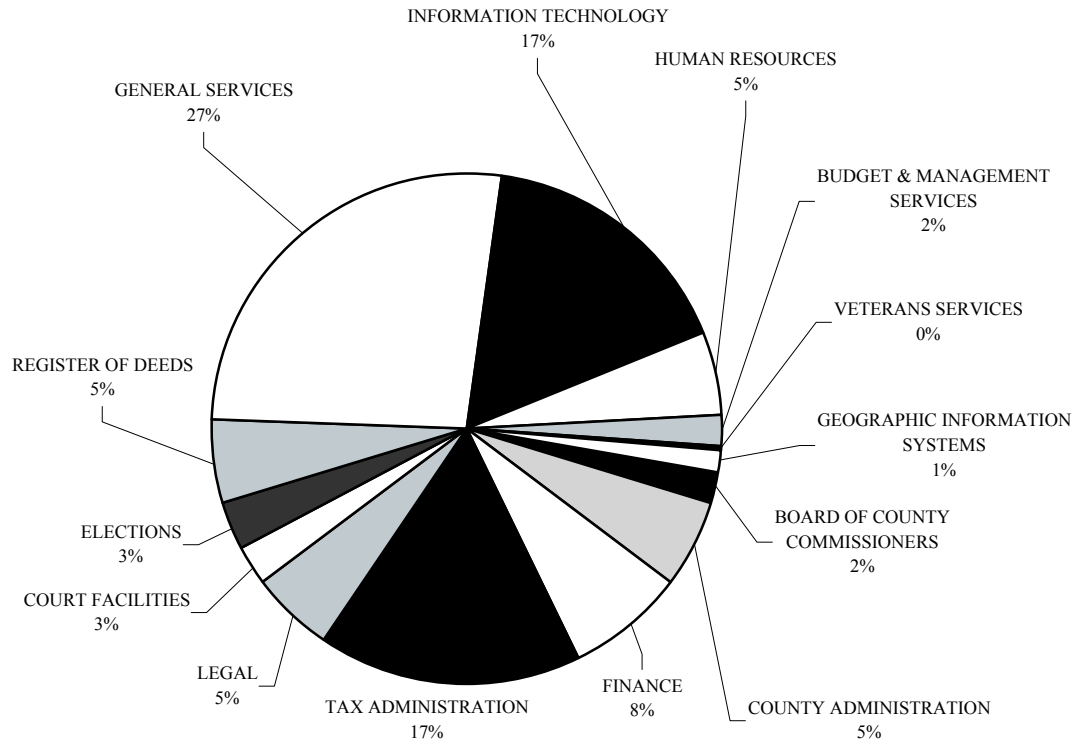
General Fund Approved Budget



Functional area	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
General Government	\$ 23,299,627	\$ 25,520,375	\$ 24,352,666	\$ 31,489,746	\$27,906,398
Public Safety	\$ 39,264,251	\$ 40,464,592	\$ 41,211,175	\$ 47,118,988	\$46,774,859
Transportation	\$ 12,500	\$ 12,500	\$ 12,500	\$ 12,500	\$12,500
Environmental Protection	\$ 2,403,268	\$ 3,082,150	\$ 3,079,717	\$ 3,335,747	\$3,223,524
Econom. & Physical Devlp.	\$ 2,672,841	\$ 2,689,699	\$ 2,658,350	\$ 3,700,705	\$3,521,209
Human Services	\$ 340,905,301	\$ 355,689,783	\$ 360,539,104	\$ 411,962,360	\$391,013,235
Education	\$ 83,044,943	\$ 88,685,342	\$ 89,560,342	\$ 101,244,733	\$94,805,984
Cultural & Recreational	\$ 7,502,477	\$ 9,516,362	\$ 8,720,278	\$ 11,644,788	\$10,668,585
Other	\$ 3,188,637	\$ 3,402,106	\$ 5,474,015	\$ 8,771,413	\$6,197,528
Overall Result	\$ 502,293,845	\$ 529,062,909	\$ 535,608,147	\$ 619,280,980	\$584,123,822

This page intentionally blank.

General Government Approved Budget



Business area	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
BOARD OF COUNTY COMMISSIONERS	\$ 511,462	\$ 502,279	\$ 496,859	\$ 519,078	\$538,928
COUNTY ADMINISTRATION	\$ 1,137,092	\$ 1,397,493	\$ 1,104,636	\$ 1,685,268	\$1,523,485
FINANCE	\$ 2,198,795	\$ 1,844,488	\$ 1,787,560	\$ 2,143,022	\$2,157,406
TAX ADMINISTRATION	\$ 3,898,006	\$ 4,108,649	\$ 4,647,679	\$ 4,437,266	\$4,635,944
LEGAL	\$ 1,180,844	\$ 1,350,742	\$ 1,289,047	\$ 1,428,755	\$1,440,039
COURT FACILITIES	\$ 288,972	\$ 703,688	\$ 694,139	\$ 810,800	\$731,350
ELECTIONS	\$ 984,532	\$ 1,032,656	\$ 911,146	\$ 969,436	\$824,838
REGISTER OF DEEDS	\$ 1,370,193	\$ 1,472,921	\$ 1,507,022	\$ 1,524,310	\$1,514,674
GENERAL SERVICES	\$ 6,411,520	\$ 7,286,276	\$ 6,771,984	\$ 10,321,837	\$7,437,446
INFORMATION TECHNOLOGY	\$ 3,288,559	\$ 3,544,332	\$ 2,956,504	\$ 4,906,033	\$4,641,853
HUMAN RESOURCES	\$ 1,276,469	\$ 1,363,877	\$ 1,331,990	\$ 1,766,145	\$1,487,304
BUDGET & MANAGEMENT SERVICES	\$ 398,611	\$ 478,802	\$ 424,289	\$ 493,610	\$500,634
VETERANS SERVICES	\$ 62,824	\$ 66,923	\$ 62,562	\$ 96,745	\$78,725
GEOGRAPHIC INFORMATION SYSTEMS	\$ 291,749	\$ 367,249	\$ 367,249	\$ 387,441	\$393,772
Overall Result	\$ 23,299,627	\$ 25,520,375	\$ 24,352,666	\$ 31,489,746	\$27,906,398

This page intentionally blank.

Board of County Commissioners

Fund: General

Functional Area: General Government

Business Area: 4110

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$277,164	\$275,425	\$273,680	\$286,408	\$290,558
Operating	\$234,298	\$226,854	\$223,179	\$232,670	\$248,370
Total Expenditures	\$511,462	\$502,279	\$496,859	\$519,078	\$538,928
▽ <i>Revenues</i>					
Service Charges	\$489	\$1,600	\$19	\$2,000	\$2,000
Total Revenues	\$489	\$1,600	\$19	\$2,000	\$2,000
<i>Net Expenditures</i>	<i>\$510,973</i>	<i>\$500,679</i>	<i>\$496,840</i>	<i>\$517,078</i>	<i>\$536,928</i>
FTEs	3.00	3.00	3.00	3.00	3.00

BOARD OF COUNTY COMMISSIONERS

MISSION

The mission of Durham County government is to enhance the quality of life for its citizens by providing education; safety and security; health and human services; economic development; and cultural and recreational resources.

PROGRAM DESCRIPTION

The Durham County Board of Commissioners is the County's legislative and policy making body, consisting of five members serving four-year terms. The Board is elected at large by a countywide election in November of even-number years. Major duties include the adoption of the annual budget, establishment of the annual tax rate, appointment of various officials, enactment of policies concerning the operation of the county, and enactment of local ordinances. The Board also has authority to call bond referendums.

2005-06 ACCOMPLISHMENTS

- The first Results Based Accountability "Community Report Card" was published in collaboration with the City of Durham and community leaders.
- Durham County achieved a record setting tax collection rate of 98.23%.
- Durham County's expanded Triangle Wastewater Treatment Plant was awarded a "2005 EDGE Award" for excellence in engineering that best exemplified environmental sensitivity by the Triangle Business Journal.
- The Administration Building at the Triangle Wastewater Treatment Plant received a LEED certified rating from the U. S. Green Building Council. The LEED (Leadership in Energy and Environmental Design) Green Building Rating System® is the national standard for developing high-performance, sustainable buildings.
- "Neighborhood College", a collaborative between the city and county, received a 2005 National Association of Counties (NACo) Achievement Award in the category of Civic Education and Public Information.
- Little River Regional Park, a joint venture with Orange County Government which opened in December 2004, was awarded a National Association of County Officials (NACo) award as an innovative partnership.
- Durham County received a \$1.5 million dollar federal grant from EPA for a regional recycling wastewater project along with Wake County and the Town of Cary.
- The Office of the Sheriff successfully completed and received reaccreditation through the Commission on Accreditation of Law Enforcement Agencies (CALEA).
- Durham County's Budget Department received the Government Finance Officers Association (GFOA) Distinguished Presentation Award.
- Willie L. Covington was elected President of the NC Association of Registers of Deeds for 2005-2006.
- Durham County Library hosted, "Durham Reads Together", the community's first ever community reading program, which featured the book, "The Color of Water", by James McBride.
- Durham County Government coordinated a series of efforts to help victims of Hurricane Katrina by sending supplies to Jackson County, Mississippi and providing assistance for those who relocated to Durham County.
- The Durham County Library received a \$500,000 challenge grant from the National Endowment for the Humanities which will be used to establish and leverage funding for a permanent Humanities Endowment to be managed by the Durham Library Foundation.
- Durham County Board of Commissioners Chairman Ellen Reckhow received the "NC Council of Community Programs 2005 County Commissioner Leadership Award" for her commitment to those in need of mental health, developmental disabilities and substance abuse services.
- Groundbreaking held for North Durham Library, a regional library which will have 25,000 square feet of space.
- Durham County received the North Carolina Association of County Directors of Social Services (NCACDSS) Best Practice Award for Innovation in its Foster Parent Training Program.
- City-County Inspections Department implemented a pilot program for 911 and Police Department to allow them to text message field inspectors about break-ins, robberies etc.
- The Durham Comprehensive Plan was adopted by the County and City of Durham.

Board of County Commissioners

Fund: General

Functional Area: General Government

Funds Center: 4110110000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$107,093	\$121,666	\$119,641	\$128,347	\$128,458
Operating	\$74,601	\$38,047	\$32,380	\$38,249	\$38,249
Total Expenditures	\$181,694	\$159,713	\$152,021	\$166,596	\$166,707
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$181,694	\$159,713	\$152,021	\$166,596	\$166,707
FTEs	0.00	0.00	0.00	0.00	0.00

- Durham County spearheaded the collaboration with the City of Durham, Orange County, the Town of Chapel Hill and the Triangle Land Conservancy to purchase the Erwin Trace property and adjoining Penny property to provide the Hollow Rock access area as a gateway to the New Hope.
- Durham County was the lead on a Clean Water Management Trust Fund Grant that was awarded \$1.12 million towards the Erwin Trace and Penny property acquisitions.
- Durham County acquired easements that permanently protect 157 acres of farmland in northern Durham with the assistance of a \$251,000 federal farmland grant.
- Durham County was awarded a federal farmland grant of \$343,043 towards another 173 acres of farmland easements that will be acquired in 2006.
- Durham County Sheriff's Office established a gang unit dedicated to intelligence gathering, investigation and clearance of gang-related crimes.
- The "System of Care" a collaborative involving our human service agencies, the school system, and juvenile corrections, was expanded to serve twice as many at risk youth and began to address the truancy problem.
- The Criminal Justice Resource Center completed renovations to its new facility and moved all community based programs to one downtown location
- The Durham County Register of Deeds Office opened facilities to the Paralegal Technology Program of Durham Technical Community College to provide hands on training in title searching.

CLERK TO THE BOARD

MISSION

To provide an official, historical record for present and future generations; to provide the Commissioners a guided focus and direction through agendas; and to provide citizen participation and involvement in County Government.

PROGRAM DESCRIPTION

The Durham County Clerk serves primarily as Board secretary by preparing, maintaining, researching and transmitting minutes of official Board proceedings. The Clerk also maintains the ordinance book (and other documents required by the North Carolina General Statutes) and assists Board members with correspondence, travel arrangements and information requests.

The Clerk's office is open to the public on normal business hours (8:30 a.m. to 5:00 p.m.) five days a week. The office is located in the Durham County Government Administrative Complex. The public may request and receive information from this office.

2005-06 ACCOMPLISHMENTS

- Hired and trained new Staff Specialist.
- Hired a Deputy Clerk
- Updated Ordinance Book.
- Purged files (per the five-year record retention schedule).
- Purchase and use of two laptops for BOCC meetings and off-site meetings.
- Rearranged offices.
- Installation of storage cabinets.
- Advertised Board and Commission position vacancies monthly.
- Installation of Board and Commission Database.
- Two-week turn-around time for Minutes.
- Indexing of meeting minutes (up-to-date).

B.O.C.C. Clerk to the Board

Fund: General

Functional Area: General Government

Funds Center: 4110115000

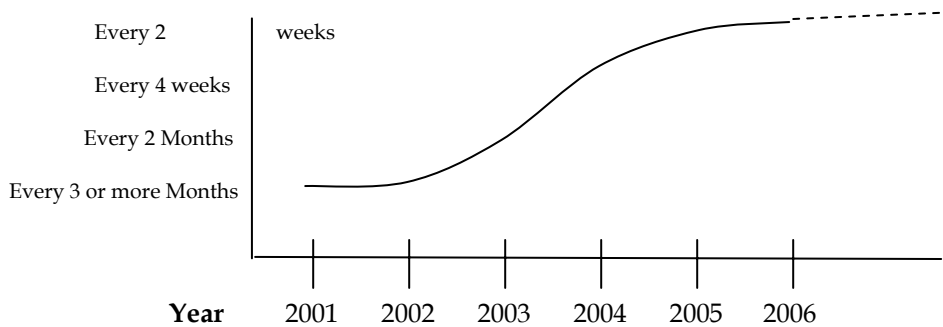
Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$170,071	\$153,759	\$154,039	\$158,061	\$162,100
Operating	\$159,697	\$188,807	\$190,799	\$194,421	\$210,121
Total Expenditures	\$329,768	\$342,566	\$344,838	\$352,482	\$372,221
▽ <i>Revenues</i>					
Service Charges	\$489	\$1,600	\$19	\$2,000	\$2,000
Total Revenues	\$489	\$1,600	\$19	\$2,000	\$2,000
Net Expenditures	\$329,279	\$340,966	\$344,819	\$350,482	\$370,221
FTEs	3.00	3.00	3.00	3.00	3.00

2006-07 PERFORMANCE MEASURES

Performance Measure 1: Submitting Minutes for Board Approval

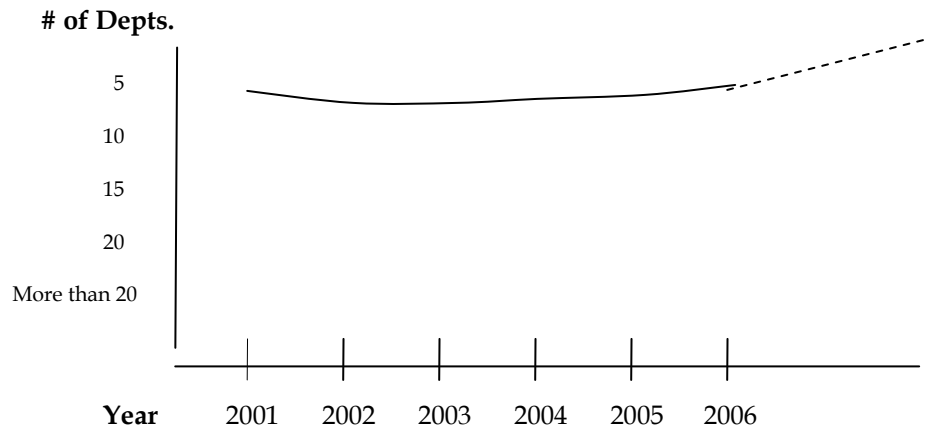
Baseline: When are BOCC meeting minutes submitted to the Board?

Frequency of Submissions



Performance Measure 2: Submissions of Agenda Items

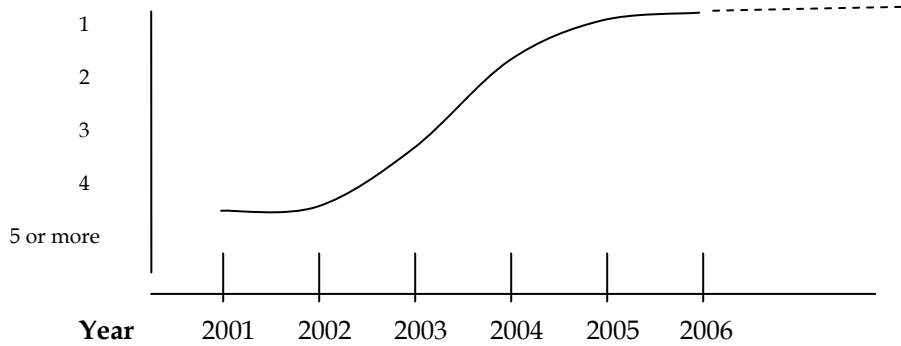
Baseline: How many departments submit agenda items on or before due date?



Performance Measure 3: Board and Commission Appointment Letters

Baseline: How quickly are letters mailed to applicants following Board appointments?

of Weeks



Story Behind the Last 2 Years of Performance

- Promotions within the department
- New Hires

Strategies to Improve Program Performance

- Manage board and commission appointment electronically
- Educate departments about the agenda process and the importance of meeting deadlines

2006-2007 HIGHLIGHTS

- Will contract with software vendor, Granicus, to implement a media streamlining solution to improve both internal and external web access to BOCC meetings. \$18,700 has been budgeted for FY07.

County Administration

Fund: General

Functional Area: General Government

Business Area: 4120

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$905,700	\$943,153	\$844,233	\$1,062,215	\$1,040,901
Operating	\$231,392	\$452,840	\$260,403	\$613,053	\$472,584
Capital	\$0	\$1,500	\$0	\$10,000	\$10,000
Total Expenditures	\$1,137,092	\$1,397,493	\$1,104,636	\$1,685,268	\$1,523,485
▽ <i>Revenues</i>					
Intergovernmental	\$0	\$0	\$0	\$100,000	\$90,000
Total Revenues	\$0	\$0	\$0	\$100,000	\$90,000
Net Expenditures	\$1,137,092	\$1,397,493	\$1,104,636	\$1,585,268	\$1,433,485
FTEs	9.00	10.00	10.00	11.00	11.00

2006-07 HIGHLIGHTS

County Manager's Office

- Results Based Accountability Initiative with the City of Durham
 - 1.0 FTE and Startup Cost \$ 67,000
 - Mini-Grants \$113,000
 - TOTAL \$180,000 (50% County, 50% City)
- Listserv Software Upgrade

Travel Reduction Program

- No significant changes or requests.

Internal Audit

- No significant changes or requests.

COUNTY MANAGER

MISSION

The mission of the County Manager's Office is to provide overall management and coordination of all county operations and to effectively and efficiently implement all Board of County Commissioners' policies and directives.

PROGRAM DESCRIPTION

The County Manager's Office identifies, recommends and monitors financial, capital, human and strategic resources to meet current and future needs of Durham County. This office ensures that budgeted service levels are provided to Durham County residents satisfactory and timely.

As chief executive officer, the County Manager is mandated by the laws of North Carolina to direct and supervise all county offices, departments, boards, commissions and agencies under the general control and direction of the Board of County Commissioners.

The Manager's Office is open to the public during the hours of 8:30 a.m. to 5:00 p. m each weekday excluding holidays. The office is located in the Durham County Government Administrative Complex. All persons may request and receive information from this office.

2005-06 ACCOMPLISHMENTS

- Retention of the County's AAA bond rating
- Implemented a Community-wide Results Based Accountability initiative engaging the community around city and county outcomes in the areas of: Health; Safety; Prosperous Economy; Healthy Environment; Vibrant & Diverse Communities; Children Ready for and Succeeding in School; Adequate, Safe, Affordable Housing; and Sustainable, Thriving Neighborhoods with Efficient and Well-maintained Infrastructure
- The Durham Comprehensive Plan was adopted by the County and City of Durham.
- Coordinated a series of efforts to help victims of Hurricane Katrina by sending supplies to Jackson County, Mississippi and providing assistance for those who relocated to Durham County. "Neighborhood College", a collaborative between the city and county, received a 2005 National Association of Counties (NACo) Achievement Award in the category of Civic Education and Public Information.
- Little River Regional Park, a joint venture with Orange County Government which opened in December 2004, was awarded a National Association of County Officials (NACo) award as an innovative partnership.
- The first annual Results Based Accountability "Community Progress Report" was published in collaboration with the City of Durham and community leaders. Strategies have been proposed to improve the outcomes of: Health; Safety; Prosperous Economy; Healthy Environment; Vibrant & Diverse Communities; Children Ready for and Succeeding in School; Adequate, Safe, Affordable Housing; and Sustainable, Thriving Neighborhoods with Efficient and Well-maintained Infrastructure
- Durham County spearheaded the collaboration with the City of Durham, Orange County, and the Town of Chapel Hill and the Triangle Land Conservancy to purchase the Erwin Trace Property and adjoining Penny property to provide the Hollow Rock access area as a gateway to the New Hope.
- Completed Phase 1 of the Expansion of the Triangle Waste Water Treatment Plant
- Acquired Land for the Justice Center
- Selected the Site layout for the South Library Parcel @ Lowes Grove
- Completed construction of the Senior Center
- Completed Hamlin Road Bus Lot to support the development of North Regional Library

County Manager

Fund: General

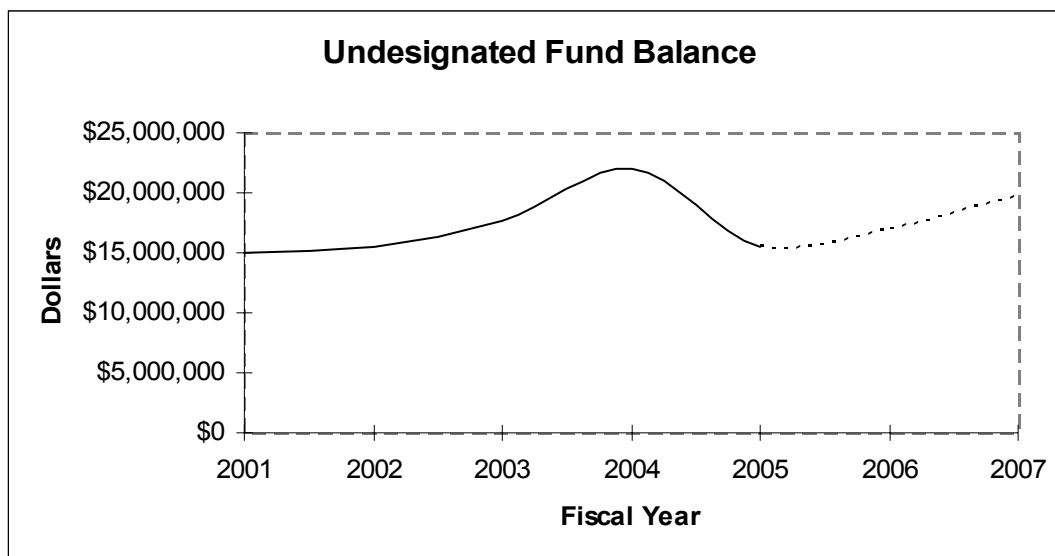
Functional Area: General Government

Funds Center: 4120120000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$804,231	\$805,547	\$844,233	\$932,834	\$935,231
Operating	\$145,575	\$352,643	\$221,435	\$518,618	\$378,149
Capital	\$0	\$0	\$0	\$10,000	\$10,000
Total Expenditures	\$949,805	\$1,158,190	\$1,065,668	\$1,461,452	\$1,323,380
▽ <i>Revenues</i>					
Intergovernmental	\$0	\$0	\$0	\$100,000	\$90,000
Total Revenues	\$0	\$0	\$0	\$100,000	\$90,000
Net Expenditures	\$949,805	\$1,158,190	\$1,065,668	\$1,361,452	\$1,233,380
FTEs	8.00	8.00	8.00	9.00	9.00

2006-07 PERFORMANCE MEASURES

Performance Measure: Fund Balance Management



Story Behind the Last Two Years of Performance

Maintenance of a healthy level of fund balance is one of the indicators of the financial stability of the County. The NC Local Government Commission recommends that local governments maintain a minimum fund balance of 8% of total general fund expenditures. For the fiscal year ending June 30, 2005, Durham County maintained an unreserved fund balance of 10.81%. A growing fund balance indicates that the County is taking more revenue in each year than it is spending. In other words, the County is annually meeting its financial needs rather than relying on fund balance to meet recurring expenses.

There are three basic categories of funds dealing with fund balances: reserved, designated, and undesignated. Reserved funds are only available for appropriation in accordance with state statutes. Designated fund balance also contains restricted cash for mental health, subsequent year's expenditures, risk management and debt service. The County has no discriminatory authority with either the reserved and designated fund balances. Undesignated fund balance is the only source that is the County may use for general appropriations.

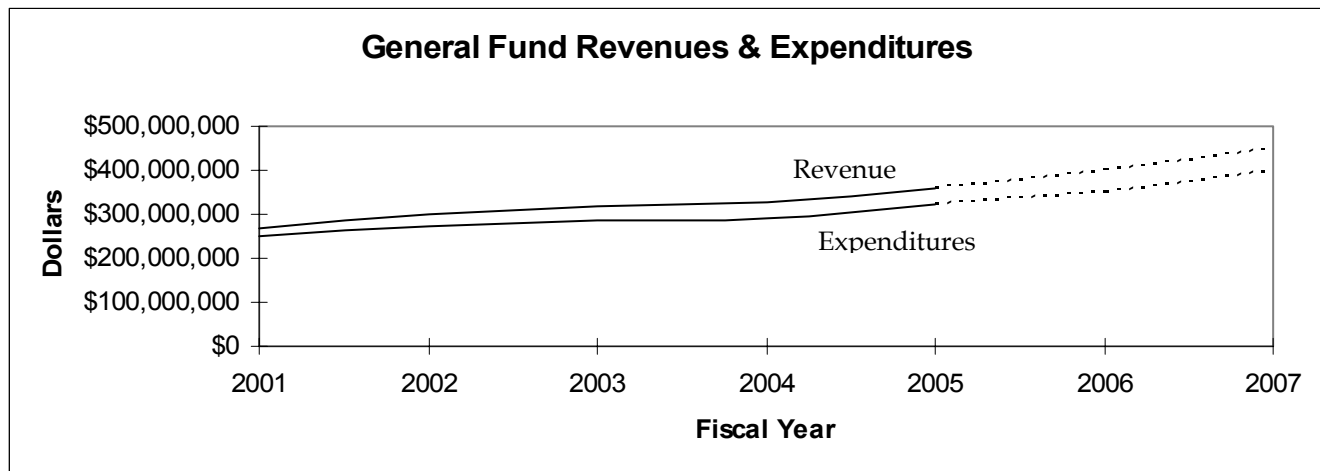
	<i>Audited FY Ending</i>	<i>Audited FY Ending</i>	<i>Audited FY Ending</i>	<i>Audited FY Ending</i>	<i>Audited FY Ending</i>
	6/30/2001	6/30/2002	6/30/2003	6/30/2004	6/30/2005
Reserved Fund Balance	17,714,703	17,993,896	20,473,063	22,735,334	32,426,226
Designated Fund Balance	12,573,772	15,365,221	18,056,505	16,771,776	6,046,678
Undesignated Fund Balance	<u>14,937,310</u>	<u>15,479,492</u>	<u>17,664,227</u>	<u>21,950,944</u>	<u>15,572,687</u>
Total Fund Balance	45,225,785	48,838,609	56,193,795	61,458,054	67,536,591

The dotted portion of the trend line represents our projection in the growth of undesignated fund balance. The goal is to increase the undesignated fund balance to a range of 15 to 20% of the general fund expenditures.

Strategies: What do you propose to do to improve program performance?

We plan to continue the philosophy of making conservative revenue estimates while liberally estimating expenditures, allowing us to continue to see incremental increases in the fund balance. The County's goal is never to spend any appropriated fund balance during any fiscal year unless the appropriation is specifically earmarked for a non-recurring expenditure.

Performance Measure: Revenues and Expenditures Management



Story Behind the Last Two Years of Performance

Citizens are better off when the County's revenues are exceeding expenditures; when the County is able to meet all of its financial obligations; when property taxes are not continually raised; when government is providing high levels of services. The County is delivering the service well if County revenues not only cover our expenditures, but also generate a surplus permitting incremental increases in the County's fund balance.

General Fund	FY 00-01	FY 01-02	FY 02-03	FY 03-04	FY04-05
Total Revenues	270,184,654	299,502,493	316,248,195	327,707,300	360,313,601
Total Expenditures	251,945,142	272,896,398	285,189,987	292,499,075	324,867,210
Excess (deficiency) of revenues over (under) expenditures	18,239,512	26,606,095	31,058,208	35,208,225	35,446,391

Strategies: What do you propose to do to improve program performance?

The County is installing new financial management software during FY 2005 for implementation during FY 2006. The software will greatly enable the County's ability to manage the day-to-day management of the County's budget and its integration and coordination with investment, human resources, budgeting, and capital financing functions.

This page intentionally blank.

TRAVEL REDUCTION PROGRAM

MISSION

The mission of the Travel Reduction Program is to provide education, information, and incentives to Durham County Employees concerning alternatives to the use of single occupancy vehicles (SOVs) to commute to and from work in an effort to reduce traffic congestion and vehicle emissions in the Triangle region.

PROGRAM DESCRIPTION

The Travel Reduction Program, a division of the County Manager's Office, provides information on travel demand reduction strategies, which are designed to reduce congestion on the roadways of Durham County. Statistical data concerning employee travel is gathered on an annual basis through a County Government-wide employee survey. Results of the survey are analyzed to set goals for the reduction of peak period SOV use and average commute trip reduction of vehicle miles traveled. Based on the results of the annual employee survey, a plan is developed that includes incentives and strategies for reducing SOV use and encourages alternative mode transportation usage.

This program is mandated by the Commute Trip Reduction Ordinance passed by the Durham County Board of Commissioners in February 2000 and is overseen by the county appointed Transportation Coordinator.

2005-06 ACCOMPLISHMENTS

- Decreased the number of single-occupancy vehicle trips made by Durham County employees by 10% since program inception in December 2000
- Increased the number of employees carpooling 40% since December 2000
- Reduced Vehicle Miles Traveled by over 2% from 2001; reduced the number of employees driving single occupancy vehicles by 23%
- Successfully submitted and obtained approval from the Triangle Transit Authority for 2005-2006 Travel Reduction Plan.
- Implemented a monthly subsidy for employees participating in vanpools
- Doubled the subsidy rate of monthly bus passes for employees, from two tickets to four per month on either DATA or TTA.
- Created a regular column, "The County Commute" in the employee newsletter focusing on commuting alternatives and transportation news.
- Held the first ever Employee Commuting Fair in July for employees to gain information on alternative commuting
- Successfully participated and sponsored the Smart Commute Challenge, a regional campaign to improve traffic congestion and improve the air quality in our community.

Travel Reduction Program

Fund: General

Functional Area: General Government

Funds Center: 4120122000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$80,980	\$92,376	\$33,709	\$87,376	\$87,376
Total Expenditures	\$80,980	\$92,376	\$33,709	\$87,376	\$87,376
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$80,980	\$92,376	\$33,709	\$87,376	\$87,376
FTEs	0.00	0.00	0.00	0.00	0.00

INTERNAL AUDIT

MISSION

The mission of Internal Audit is to determine that various County departments, programs, activities and operations are:

- Carrying out activities and programs authorized or required by the Board of County Commissioners, the County Manager, State or federal regulations, or other authoritative sources;
- Conducting programs and using resources in an economical and efficient manner;
- Conducting programs as planned to yield results which are consistent with established goals and objectives;
- Identifying, measuring, classifying and reporting financial and operating events in an accurate and timely manner in accordance with effective internal controls and authoritative pronouncements; and
- Safeguarding assets.

PROGRAM DESCRIPTION

The Internal Audit Division provides systematic and objective appraisals of the operations, activities and controls within the County to determine whether

- Financial and operating information is accurate
- Risks to the organization are identified and minimized
- External regulations and acceptable internal policies and procedures are followed
- Satisfactory operating criteria are met
- Resources are used efficiently and economically
- The organization's objectives are effectively achieved

Internal Audit

Fund: General

Functional Area: General Government

Funds Center: 4120123000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$101,469	\$137,606	\$0	\$129,381	\$105,670
Operating	\$4,837	\$7,821	\$5,259	\$7,059	\$7,059
Capital	\$0	\$1,500	\$0	\$0	\$0
Total Expenditures	\$106,307	\$146,927	\$5,259	\$136,440	\$112,729
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$106,307	\$146,927	\$5,259	\$136,440	\$112,729
FTEs	1.00	2.00	2.00	2.00	2.00

FINANCE

MISSION

The mission of the Finance Department is to provide the County's financial information for financial security and stability for County government. The Finance Department is to provide complete, accurate, effective and efficient financial information for management and all user departments, ensure compliance with federal, state and local legislation, maintain an attitude of teamwork, and provide customer service to internal departments and the community. This agency is committed to contribute to the prosperity of County Government through active investment management, debt management, and financial planning and monitoring.

PROGRAM DESCRIPTION

The primary purpose of the Finance Department is to establish and maintain a centralized countywide system of financial planning, reporting and control. The department provides for proper accounting and reporting of financial activities to ensure compliance with Generally Accepted Accounting Principles (GAAP) and state law. The Finance Department is also responsible for the administration of the investment program and debt issuance. Other functions of the department include purchasing, payroll, accounts payable and cash receipts.

The Finance Department prepares the Comprehensive Annual Financial Report (CAFR) and coordinates the annual audit by independent Certified Public Accountants. The department is also responsible for the single audit requirement and serves as the liaison between County officials and rating agencies.

2005-06 ACCOMPLISHMENTS:

- Average yield for investment portfolio was higher than the Treasury Bill.
- Maintained AAA rating from Moody's and Standard & Poor's and a rating of 92% (equivalent to AAA) from the North Carolina Municipal Advisory Council.
- Achieved the Government Finance Officers Association Certificate of Excellence in Financial Reporting for the Fiscal Year 2005 Comprehensive Annual Financial Report (CAFR).
- Placed electronic copy of CAFR on Finance web page.
- Management Letter for the FY06 audit contained only GASBs with future implementation dates which is the best ever for Durham County.
- Went live on new ERP software, SAP, October 1, 2005
- Participated in training workshops to educate internal staff on operating processes, policies and procedures.
- With new ERP software, all employees paid on time and W-2's out before the deadline
- Implemented training material and training curriculum for Finance functional areas for the SAP implementation and conducted the training classes. Training classes will continue to occur both for current and new employees.
- Issued debt for Vehicles and Computers in the amount of \$5,830,000 and will issue debt for schools, Durham Technical Community and other capital projects in the amount of \$61,455,000.
- Completed Vehicle Replacement Policy

Finance

Fund: General

Functional Area: General Government Fund Center: 4130131000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$1,326,385	\$1,404,786	\$1,402,537	\$1,491,865	\$1,496,249
Operating	\$872,410	\$439,702	\$385,023	\$651,157	\$661,157
Total Expenditures	\$2,198,795	\$1,844,488	\$1,787,560	\$2,143,022	\$2,157,406
▽ <i>Revenues</i>					
Taxes	\$31,112,553	\$31,438,556	\$33,479,913	\$32,037,605	\$32,822,211
Licenses & Permits	\$390,638	\$340,000	\$292,018	\$340,000	\$340,000
Intergovernmental	\$2,433,387	\$2,035,395	\$2,300,330	\$2,076,418	\$1,748,924
Investment Income	\$862,661	\$1,213,935	\$982,574	\$1,268,562	\$1,308,562
Rental Income	\$3,250	\$0	\$2,225	\$0	\$0
Service Charges	\$800	\$0	\$66,987	\$0	\$0
Other Revenues	\$216,199	\$240,521	\$418,831	\$150,000	\$221,984
Other Fin. Sources	\$0	\$12,400,000	\$0	\$12,400,000	\$12,400,000
Total Revenues	\$35,019,488	\$47,668,407	\$37,542,878	\$48,272,585	\$48,841,681
Net Expenditures	(\$32,820,693)	(\$45,823,919)	(\$35,755,318)	(\$46,129,563)	(\$46,684,275)
FTEs	24.00	24.00	24.00	24.00	23.00

2006-07 PERFORMANCE MEASURES

(1) Performance Measure: Reduce the processing time for Purchase requisitions from ten days to seven days
Story behind the last 2 years of performance

- Until the recent implementation of the new SAP software, the Purchasing Division processed departmental purchase requisitions and approvals on a written three-part paper format.
- This process averaged approximately seven (7) days or more in turnaround time.

Strategies: What do you propose to do to improve program performance?

- Our goal is to reduce the amount of time required to process customer requests.
- The new SAP on-line purchase requisition process will allow end users to transmit on-line purchase requisitions to the Purchasing Division. With the use of electronic workflow for approvals, the Purchase Order approval cycle time should be reduced to three (3) working days or less.
- In addition, the new software will allow departmental end users access to real time data, particularly in regards to departmental PO encumbrances processed and Funds Reservations processed for contracts.

(2) Performance Measure: Reduce days to enter batch form invoices from ten days to eight days.
Story behind the last 2 years of performance

- The Accounts Payable Division currently requires five (5) days to produce a check through it normal process. With SAP, invoices are entered and checks are actually produced in three (3) days.
- The Accounts Payable Division receives batch form invoices daily. The batch form invoices, which are \$1,000.00 or less, are entered into SAP within ten (10) business days after the Accounts Payable Staff receives the batch form. This process utilizes the workflow function of SAP. In order for these invoices to be processed in timely manner, Departments will have to be more responsible for releasing these invoices through workflow in a timely manner.

Strategies: What do you propose to do to improve program performance?

- The goal is to reduce the time required to issue checks for payment of County bills. The implementation of the SAP software has allowed this process to be reduced to a three (3) day turnaround. In the future, the Accounts Payable Division may have the ability to process invoices and issue checks the same day.
- The Accounts Payable Division goal for entering batch form invoices will be reduced to eight (8) business days instead of ten (10) business days. Departments will have to make an effort to insure batch form invoices are sent to Accounts Payable Division within 15 days after the Department receives the invoice. More importantly, Departments should make an effort to release batch form invoices in SAP on a daily basis. This will guarantee a check is issued for batch form invoices in a timely manner. In addition, SAP will allow this division to be more responsive to other Departments, pay suppliers more timely and to manage the entire process internally.

(3) Performance Measure: To achieve a yield on County idle funds equal to the Treasury bill.

Story behind the last 2 years of performance

- Idle funds are kept in the North Carolina Capital Management Trust (NCCMT) and it is the desire to obtain a stable rate of return while preserving capital. The Treasury bill is used as a performance indicator and the idle funds held at the NCCMT has either maintained or out performed at a level with the Treasury bill.

Strategies: What do you propose to do to improve program performance?

- Invest idle funds in a manner which will generate a high rate of return while meeting the daily cash flow demands. It is of paramount importance to the County to preserve the principle of the funds invested.

(4) Performance Measure: Continue to have zero single audit findings.

Story behind the last 2 years of performance

- The departments are required to maintain compliance documentation for all federal and state awards received

Strategies: What do you propose to do to improve program performance?

- The goal is to continue to have no single audit findings through compliance training.
- Continue to stress to the departments the importance of complying with federal and state guidelines.

FY2006-2007 HIGHLIGHTS

- Budgeted amount allows the Finance Department to maintain current level of service.
- Includes \$150,000 for Minority Women Business Enterprise (MWBE) Study.
- Includes \$10,000 for costs related to annual surplus property auction.
- Includes \$75,000 for sales tax audit contract.
- Includes funding for SAP Training for staff.

This page intentionally blank.

TAX DEPARTMENT

MISSION

The mission of the Tax Administration Department is to correctly assess and bill in a timely manner all property for ad valorem taxation; and develop an appraisal, mapping and collection system that allows the public easy access to accurate information.

The mission of the Tax Collector is to collect and account for all taxes, assessments and fees levied by Durham County, Durham City and a portion of Chapel Hill, along with providing Durham citizens courteous, timely and efficient service.

PROGRAM DESCRIPTION

The Tax Administration Department consists of three (3) divisions: Land Records/GIS, Appraisal/Revaluation and Personal Property.

Land Records/GIS Division

Land Records is responsible for maintaining ownership of approximately 100,000 parcels of real estate parcel boundaries and associated data. Information is obtained through the Register of Deeds, Clerk of Court Estates Division, Department of Transportation, and City of Durham Engineering. As required by North Carolina State Statute this section reviews all plats prior to being recorded in the Register of Deeds office as well as maintains the cadastral layer of the GIS. Approximately 12,000 changes are made annually to the parcel database.

Appraisal Division/Revaluation

The Appraisal Division is responsible for all commercial and residential real property. Commercial and Residential property consists of over \$20 billion of taxable value. The department continues to see an increase in building permits due to new construction. This division is also responsible for the Revaluation process, which is currently on an eight- (8) octennial cycle. The Tax Assessor serves as the secretary to the Board of Equalization and Review. The appraisal division also prepares cases appearing before the North Carolina Property Tax Commission. This division is also responsible for the administration of the property tax exemption program and the farm use program as well as preparing cases to be heard before the Board of Equalization and Review and North Carolina Property Tax Commission.

Personal Property Listing Division

The Personal Property Listing Division is comprised of the Business/Personal Property and Motor Vehicle sections. This division is responsible for assessing approximately over two (2) billion dollars of taxable personal/business property which is approximately 12,000 accounts and responsible for approximately \$1.5 billion of taxable motor vehicles which is approximately 240,000 motor vehicles.

2005-06 ACCOMPLISHMENTS

- Mapping current day for day with the Register of Deeds
- Implemented New On-line Business Listing Program
- Implemented automated business listing extension program
- Implementation of Desk Audit Program with Automation used for notification process
- Implemented Phase I of taxpayer portal program that stores information on system versus paper copy
- Conducted Compliance Review of Scientific, Charitable, Educational and Religious exemptions.
- Collection Enforcement Program
- Obtained Social Security numbers to process garnishments.
- Access for all Revenue Agents to Equifax and Acurint to obtain social security numbers
- Access for all Revenue Agents to Employment Security Commission to obtain employment information
- 2 full-time assigned deputies to process levies for taxes collected over \$1.4 million dollars for calendar year of 2002.
- Collected over \$4M for current and delinquent taxes for Durham County, Durham City, a portion of Chapel Hill and all fire districts.
- Enhancements to the One Tax Software package, reducing manual processing and utilizing automation.
- Developed a Collection Payment Plan Program.

Tax Administration

Fund: General

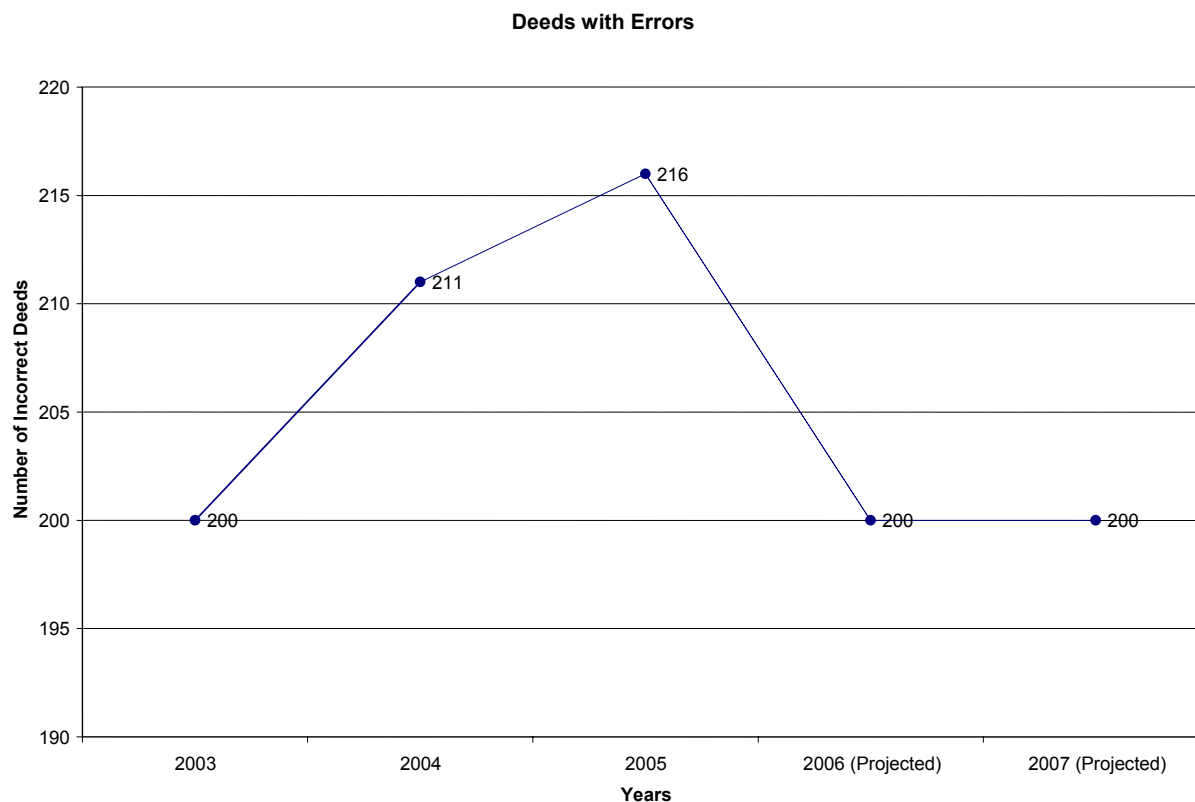
Functional Area: General Government

Fund Center: 4140140000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$2,943,181	\$3,173,322	\$3,040,742	\$3,300,890	\$3,576,513
Operating	\$954,825	\$935,327	\$1,606,937	\$1,076,376	\$1,059,431
Capital	\$0	\$0	\$0	\$60,000	\$0
Total Expenditures	\$3,898,006	\$4,108,649	\$4,647,679	\$4,437,266	\$4,635,944
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$3,898,006	\$4,108,649	\$4,647,679	\$4,437,266	\$4,635,944
FTEs	63.38	65.38	65.38	66.38	70.38

2006-07 PERFORMANCE MEASURES

Performance Measure: Deeds with Errors

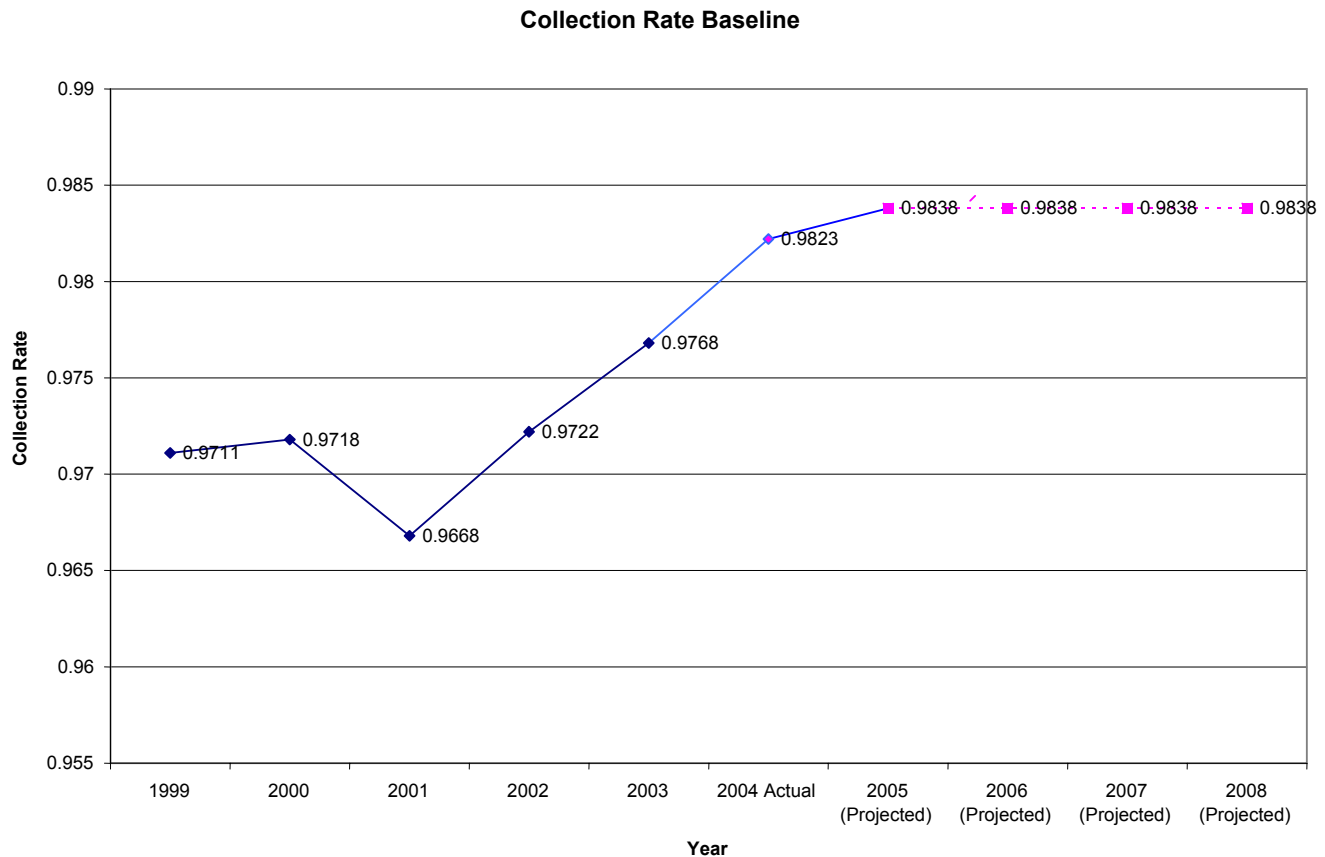


Story behind the Last 2 Years of Performance

- Estimated 200 deeds per year not processed timely due to error associated with deed documents
- Guidance from the School of Government regarding the processing of an incorrect deed

Strategies: What do you propose to do to improve program performance?

- Currently we notify the attorney and have done so for years. Office has discussed with the attorneys to be aware of these items before the deed is recorded. Deeds that are not processed correctly and result in delinquent taxes will be sent pre-foreclosure notices to owners to assist in getting this corrected more timely. Those that are not delinquent we will continue to work with the attorney's to have corrected.
- Implementation of Long Range Information Management Plan

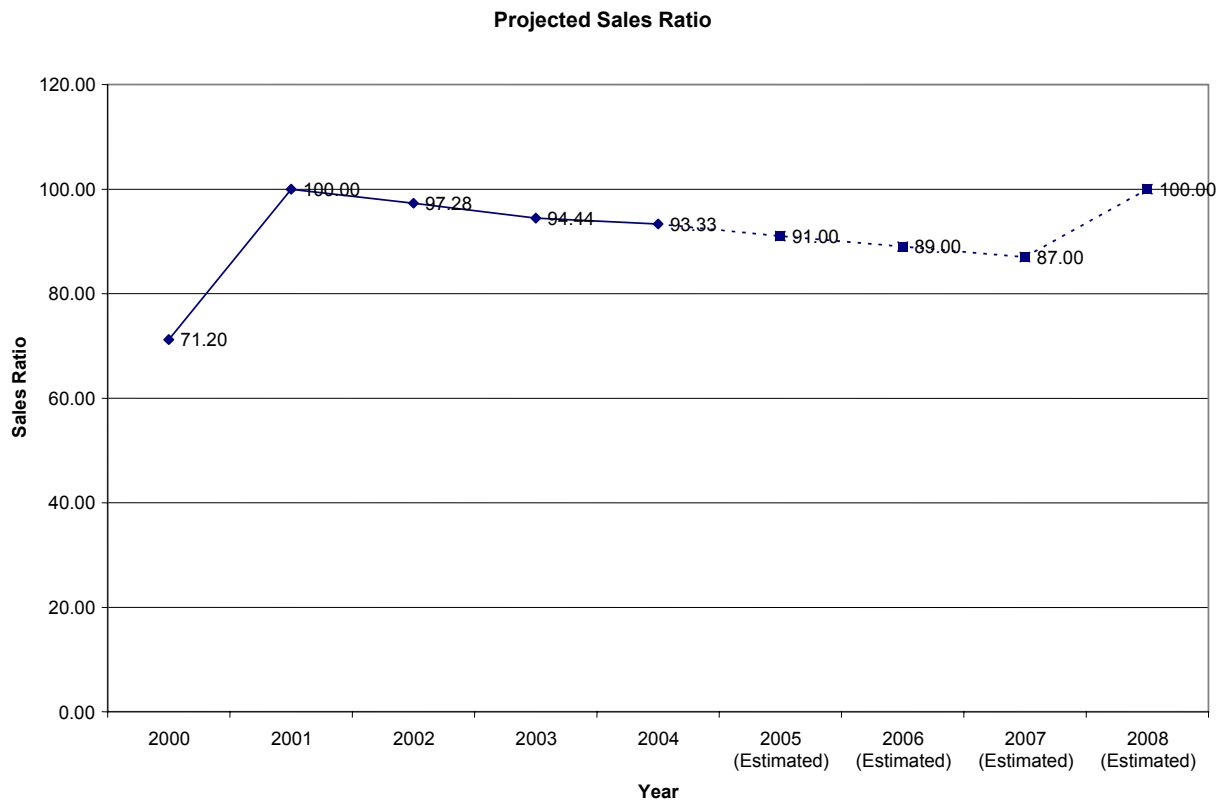
Performance Measure: Collection Rate Baseline**Story behind the Last 2 Years of Performance**

- Further enhancements to the One/Tax Software for further automation
- Public Outreach for Real Estate Professionals, Legal Professionals and general public
- Work with State Associations and Government entities to present alternatives to Legislature regarding the Motor Vehicle Billing/Collection process.
- Implement a new credit card and e-check payment options via internet
- Implement the ability to accept credit card payments in the office
- Explore options of developing bi-lingual programs to educate and provide comparable services to the Hispanic segment of our community.

Strategies: What do you propose to do to improve program performance?

- Further enhancements to the One/Tax Software for further automation
- Public Outreach for Real Estate Professionals, Legal Professionals and general public
- Work with State Associations and Government entities to present alternatives to Legislature regarding the Motor Vehicle Billing/Collection process.
- Implement a new credit card and e-check payment options via internet
- Implement the ability to accept credit card payments in the office
- Explore options of developing bi-lingual programs to educate and provide comparable services to the Hispanic segment of our community.

Performance Measure: Projected Sales Ratio



Story behind the Last 2 Years of Performance

- Sales Ratio indicates where the tax values are relative to current market value

Strategies: What do you propose to do to improve program performance?

- 2008 General Reappraisal of all real property

2006-2007 HIGHLIGHTS

Budgeted amount allows Tax Administration to maintain current level of service.

Plus:

- 1 new FTE (GIS Cartographer)
- Additional postage for certified mailings
- Additional travel related training for staff
- Costs budgeted previously in the Reappraisal Fund moved to Tax Administration, including 4 FTEs and revaluation operating costs.
- 4 new and 2 replacement vehicles

LEGAL

MISSION

The County Attorney's Office serves as the legal advisor to the Board of Commissioners; defends the Board of Commissioners, the County, and the agencies of the County from actions brought against them; and provides legal advice to the County's agencies in carrying out the mission of the County.

PROGRAM DESCRIPTION

The County Attorney is the legal advisor to the Board of Commissioners. The County Attorney's Office also provides legal representation to the departments of County Government. All defenses of lawsuits, other than workers compensation cases and medical malpractice cases covered by insurance, filed against the County or its employees are provided by the County Attorney's Office.

Risk Management is a division of the County Attorney's Office. The Risk Management division is responsible for purchasing liability insurance as well as handling claims against the County to resolve them prior to any court action being necessary.

2005-06 ACCOMPLISHMENTS

- Successfully defended all tort and civil rights actions.
- Drafted revisions to Personnel Ordinance which revisions were adopted by Board.
- Began Cable franchise renewal process and drafted revised Cable Ordinance.
- Drafted documents for financings totaling \$7,210,000 for vehicle replacement, computer equipment, and VOIP telephone services.
- Successfully defended last of the *Carolyn Davis* cases

Legal

Fund: General

Functional Area: General Government

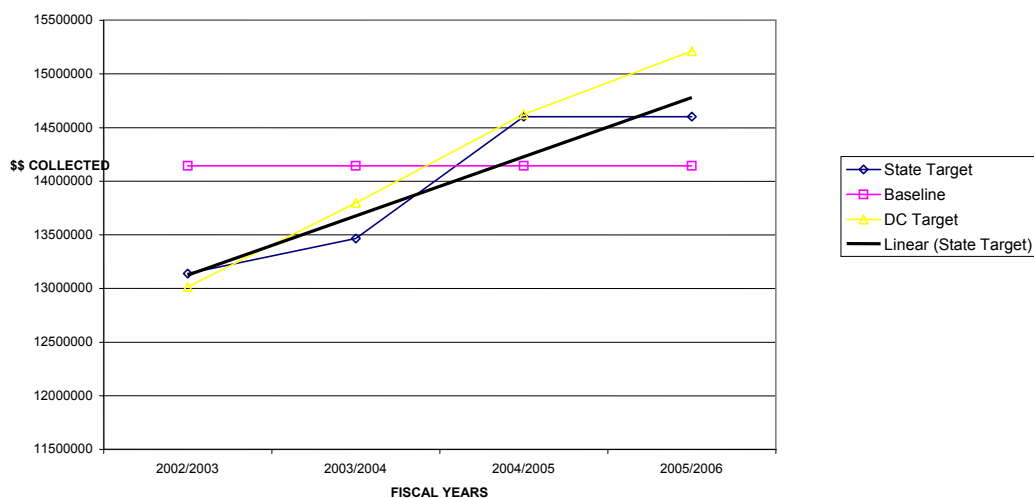
Business Area: 4150

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$1,093,615	\$1,203,858	\$1,190,869	\$1,279,935	\$1,315,569
Operating	\$87,229	\$145,459	\$98,178	\$148,820	\$124,470
Capital	\$0	\$1,425	\$0	\$0	\$0
Total Expenditures	\$1,180,844	\$1,350,742	\$1,289,047	\$1,428,755	\$1,440,039
▽ <i>Revenues</i>					
Service Charges	\$155,967	\$5,000	\$1,627	\$2,500	\$2,500
Total Revenues	\$155,967	\$5,000	\$1,627	\$2,500	\$2,500
Net Expenditures	\$1,024,877	\$1,345,742	\$1,287,420	\$1,426,255	\$1,437,539
FTEs	15.00	16.00	16.00	16.00	16.00

2005-06 PERFORMANCE MEASURES

Performance Measure: Child Support \$\$ Collected

CHILD SUPPORT \$\$ COLLECTED



Story Behind the Last Two Years of Performance

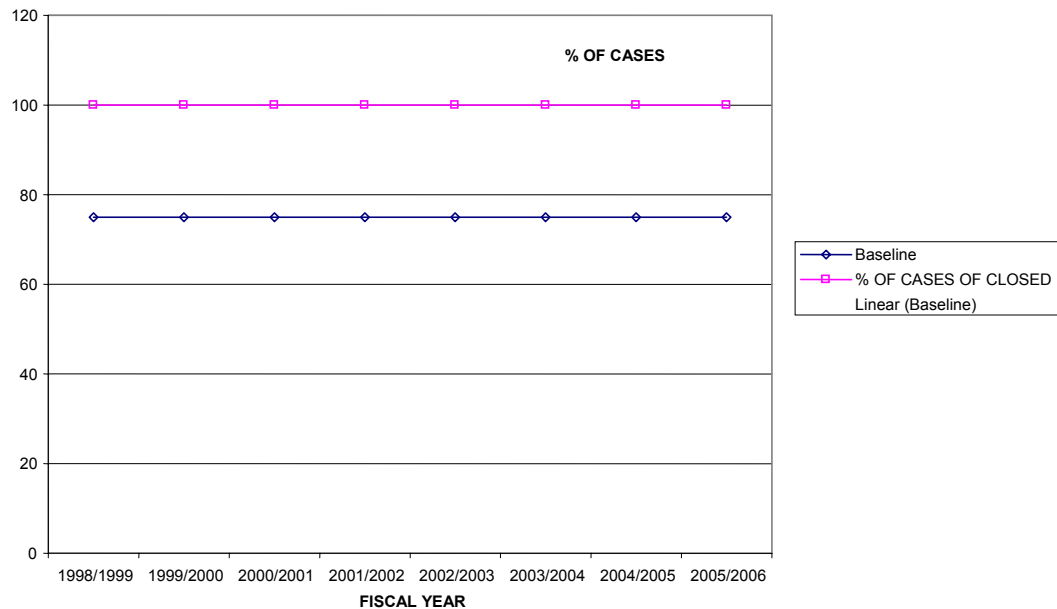
- Misuse of allotted court time
- Agents not efficient
- Due to attorney's time in court, the need for out of court time and overall demands for child support has increased.

Strategies for Improving Program Performance

- Lobbying the legislature to provide an additional district court judge for Durham County
- If additional judge is successful, the county attorney will advocate with the Chief District Court Judge to designate more court time for child support enforcement.
- Continue Child Support Agent training
- Be more effective and efficient in use of attorney and paralegal's time

Performance Measure: Tort/ Civil Rights Performance Measure

TORT/CIVIL RIGHTS PERFORMANCE MEASURE



Story Behind the Last Two Years of Performance.

Legitimate claims are paid on a predetermined basis without regard to the status of the person. The items which are included in the payments are the same for every claimant without any discrimination based on any reason. If the alleged injured party refuses the settlement offer based on policy, the offer is withdrawn upon the filing of a lawsuit, and no settlement will be made. This has resulted in the efficient handling of claims as most attorneys realize that the County will treat its citizens and employees fairly, but will not pay out monies simply to avoid litigation.

- The attorneys who handle these claims have been well versed in the various defenses which are available to counties.

Strategies for Improving Program Performance

- Continue with the system that we have in place.
- Education of supervisors and employees as to their legal responsibilities.

Court Supportive Services

Fund: General

Functional Area: General Government

Business Area: 4160

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$288,972	\$628,688	\$694,139	\$810,800	\$731,350
Capital	\$0	\$75,000	\$0	\$0	\$0
Total Expenditures	\$288,972	\$703,688	\$694,139	\$810,800	\$731,350
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$288,972	\$703,688	\$694,139	\$810,800	\$731,350
FTEs	0.00	0.00	0.00	0.00	0.00

2006-07 HIGHLIGHTS

- Full year funding for three Assistant District Attorneys
- Full year funding for five Deputy Clerks
- Half year funding for Youth Treatment Court (July 2006 – December 2006)

COURT SUPPORTIVE SERVICES

MISSION

To serve the citizens of Durham County as efficiently as possible within the resources available to provide courtrooms and judicial facilities.

PROGRAM DESCRIPTION

The judicial system is administered in North Carolina under a uniform court system, the General Court of Justice, which is composed of the North Carolina Supreme Court, the Court of Appeals, Superior Courts, and District Courts. An amendment to the State Constitution passed in November, 1962 placed all courts under the jurisdiction of the state, which now pays all operating expenses of the system including salaries.

Since the early nineties Durham County has contracted with the Administrative Office of the Courts to provide one Assistant District Attorney and one Assistant Public Defender to expedite first court appearances and in FY06 the County has expanded this additional support to include a second ADA to continue funding for the Cold Case Assessment Program.

The county provides courtrooms and related judicial facilities. Court Supportive Services includes facility budgets for Superior and District court judges, the District Attorney's Office, Public Defender, Clerk of Superior Court, Criminal and Civil Magistrates, Guardian ad Litem, Trial Court Administrator, and Office of Juvenile Justice. The judicial system provides a constitutionally prescribed forum for the resolution of disputes including criminal matters, juvenile and domestic matters, small claims and general civil matters by an independent and impartial judiciary.

Cost centers for each of the primary areas have been set up and are as follows: District Attorney, Clerk of Superior Court, Public Defender, Superior Court, District Court, Office of Juvenile Justice and Adult Probation and Parole Facilities. The Adult Probation and Parole Facilities cost center provides funding for office space for the Adult Probation and Parole Program, which is located at 119 Orange Street Mall in Downtown Durham.

District Attorney

Fund: General

Functional Area: General Government

Funds Center: 4160311000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$50,439	\$237,358	\$237,358	\$329,181	\$290,033
Total Expenditures	\$50,439	\$237,358	\$237,358	\$329,181	\$290,033
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$50,439	\$237,358	\$237,358	\$329,181	\$290,033
FTEs	0.00	0.00	0.00	0.00	0.00

Clerk of Superior Court

Fund: General

Functional Area: General Government

Funds Center: 4160312000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$19,012	\$147,948	\$211,255	\$196,459	\$196,459
Total Expenditures	\$19,012	\$147,948	\$211,255	\$196,459	\$196,459
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$19,012	\$147,948	\$211,255	\$196,459	\$196,459
FTEs	0.00	0.00	0.00	0.00	0.00

Adult Probation & Parole Facilities

Fund: General

Functional Area: General Government

Funds Center: 4160314000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$121,459	\$122,350	\$125,714	\$126,021	\$126,021
Total Expenditures	\$121,459	\$122,350	\$125,714	\$126,021	\$126,021
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$121,459	\$122,350	\$125,714	\$126,021	\$126,021
FTEs	0.00	0.00	0.00	0.00	0.00

Public Defender

Fund: General

Functional Area: General Government

Funds Center: 4160315000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$63,733	\$55,890	\$54,952	\$63,339	\$52,916
Total Expenditures	\$63,733	\$55,890	\$54,952	\$63,339	\$52,916
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$63,733	\$55,890	\$54,952	\$63,339	\$52,916
FTEs	0.00	0.00	0.00	0.00	0.00

Superior Court

Fund: General

Functional Area: General Government

Funds Center: 4160316000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$16,147	\$20,114	\$18,457	\$21,014	\$21,014
Total Expenditures	\$16,147	\$20,114	\$18,457	\$21,014	\$21,014
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$16,147	\$20,114	\$18,457	\$21,014	\$21,014
FTEs	0.00	0.00	0.00	0.00	0.00

Department of Juvenile Justice

Fund: General

Functional Area: General Government

Funds Center: 4160317000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$11,964	\$7,514	\$11,336	\$7,514	\$7,514
Total Expenditures	\$11,964	\$7,514	\$11,336	\$7,514	\$7,514
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$11,964	\$7,514	\$11,336	\$7,514	\$7,514
FTEs	0.00	0.00	0.00	0.00	0.00

District Court

Fund: General

Functional Area: General Government

Funds Center: 4160318000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$6,218	\$37,514	\$35,067	\$67,272	\$37,393
Capital	\$0	\$75,000	\$0	\$0	\$0
Total Expenditures	\$6,218	\$112,514	\$35,067	\$67,272	\$37,393
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$6,218	\$112,514	\$35,067	\$67,272	\$37,393
FTEs	0.00	0.00	0.00	0.00	0.00

ELECTIONS

MISSION

To provide free, open, honest, and professionally managed election services to our community. The BOE is unique among government agencies providing goods and services to their citizens. This office has the responsibility for protecting the will of the people; protecting democracy as a concept and form of government; and for establishing fairness and equity for all in the process of self governance.

PROGRAM DESCRIPTION

This agency is responsible for processing and maintaining voter registration records and conducting all elections held within Durham County in accordance with all applicable Federal and State laws. This office also establishes election precincts, appoints election officials, registers, removes, and updates voter records, and examines voter petitions. The duties also include maintaining voting equipment and election records, administering absentee voting, canvassing election returns, issuing certificates of election, providing statistical, demographic, and geographical information to citizens and candidates, auditing and publishing campaign finance reports, hearing appeals, and conducting investigations of alleged voting irregularities. The BOE also advises the public and media all on aspects of elections and elections services.

2005-06 ACCOMPLISHMENTS

- Published updated precinct workers manual.
- Chaired the NCADE by-laws committee.
- Served on the State Board of Elections special committee on election procedures and standardization.
- Conducted precinct worker training.
- Conducted filing for elected office.
- Conducted one stop no excuse absentee voting for the Municipal Primary.
- Conducted a Municipal Primary.
- Processed new registrations and updates.
- Maintained an honest and accurate data base.
- Processed campaign finance reports and processes.
- Served as the county source for information on election law, procedures, and policies.
- Conducted an Open House for state election professionals.
- Taught classes at the State Election Directors training seminars.
- Conducted a Municipal Election.
- Spoke to numerous civic and political groups about democracy and voting.
- Successfully wrote and applied for and received State grants of over \$848,000.
- Purchased and implemented a new voting system as mandated by state and federal law.
- Conducted filing for the partisan primary and school board election.
- Conducted one stop no excuse absentee voting for the partisan primary and school board election.
- Conducted the partisan primary and school board election.
- Maintained an outstanding elections website.
- Maintained our sense of humor, Life is good and getting better.

Elections

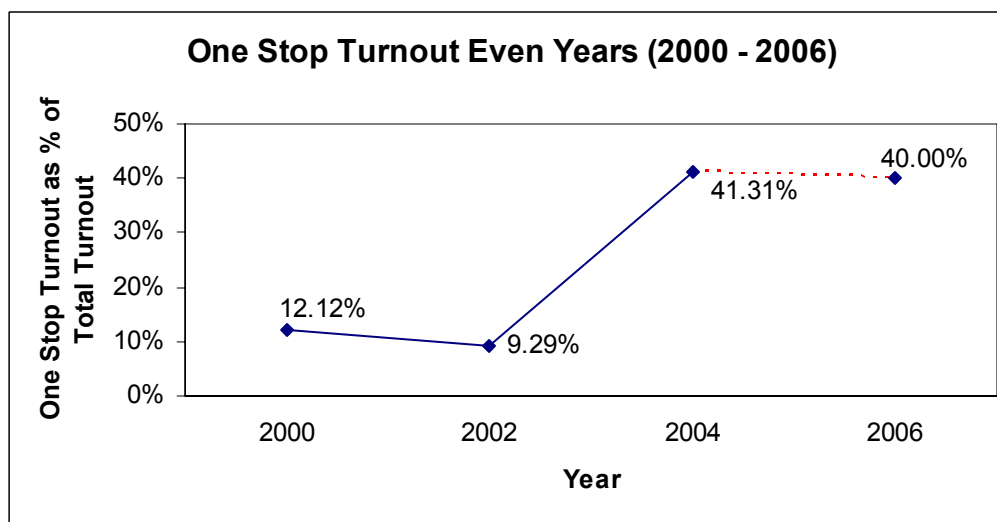
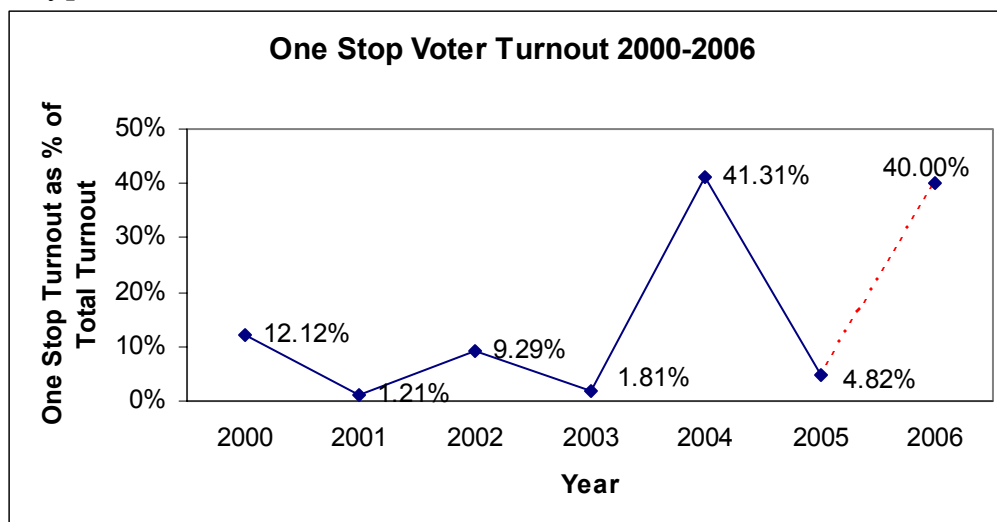
Fund: General

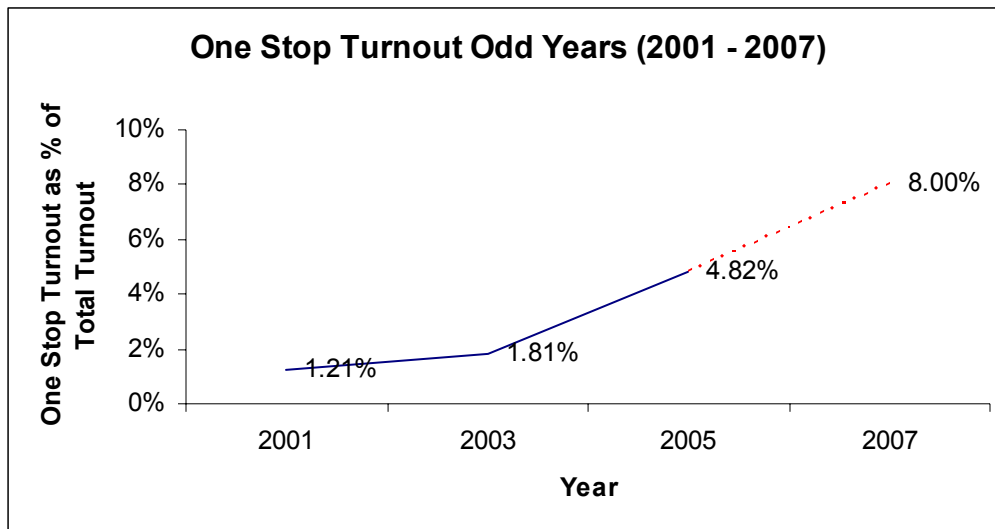
Functional Area: General Government

Funds Center: 4170210000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$648,108	\$675,181	\$535,607	\$539,940	\$548,337
Operating	\$336,424	\$357,475	\$375,539	\$429,496	\$276,501
Total Expenditures	\$984,532	\$1,032,656	\$911,146	\$969,436	\$824,838
▽ <i>Revenues</i>					
Intergovernmental	\$58,518	\$0	\$0	\$0	\$0
Service Charges	\$2,754	\$207,440	\$202,555	\$1,000	\$1,000
Total Revenues	\$61,272	\$207,440	\$202,555	\$1,000	\$1,000
Net Expenditures	\$923,260	\$825,216	\$708,591	\$968,436	\$823,838
FTEs	7.00	7.00	7.00	7.00	7.00

Performance Measure: Increase in percentage of total voters who vote early (One Stop) for similar type elections





Story Behind the Last 2 Years of Performance

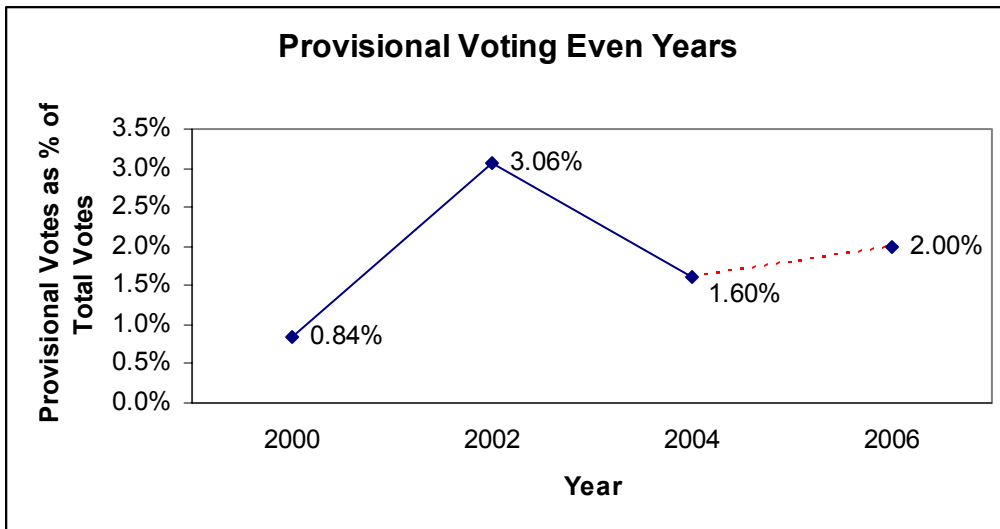
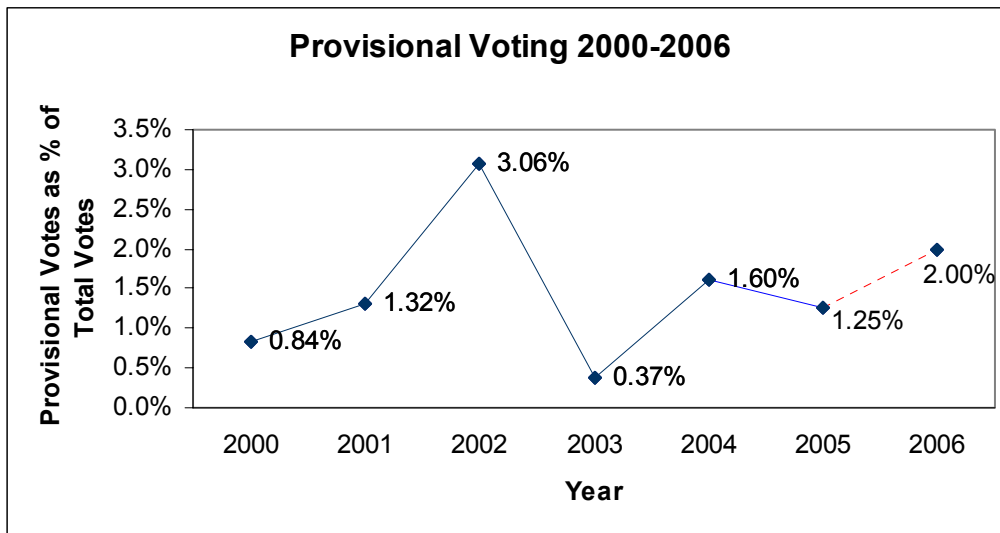
One Stop voter turnout for municipal elections 2005 increased 266% over one stop turnout for municipal election 2003. Our target is to increase the % of early voting for each type of election.

- Addition of an insert in every Durham County automobile tax bill that advertises One Stop voting
- Addition of an announcement in every Durham City water bill newsletter that advertises One Stop voting
- Addition of posters in all DATA buses that advertise One Stop Voting
- Working with parties and community groups to increase awareness of and trust in One Stop voting
- Better and more frequent newspaper publication of One Stop voting locations, dates, and times
- Increasing the number of One Stop voting locations, and selecting locations that are close and convenient for most Durham County residents
- Increasing the number of staff, computers, and voting booths at the One Stop voting locations to reduce voter lines and waiting time

Strategies: What do you propose to do to improve program performance?

Voter awareness of One Stop voting increased significantly since 2002. We plan to capitalize on this awareness and continue to educate voters about voting One Stop. One of our biggest obstacles now is that some voters fear that if they vote early, their vote will not count. In the coming year, we plan to better educate the public that their One Stop votes will be honestly and accurately counted and reported on Election night.

Performance Measure: Percentage of total voters who vote a provisional ballot



Story Behind the Last 2 Years of Performance

The percentage of voters who must vote a provisional ballot has varied widely during recent years because of changes in state law and incorrect use of the provisional process by poll workers. In 2005 provisional voting increased by 80% moving us closer to our target of 2% provisional voting.

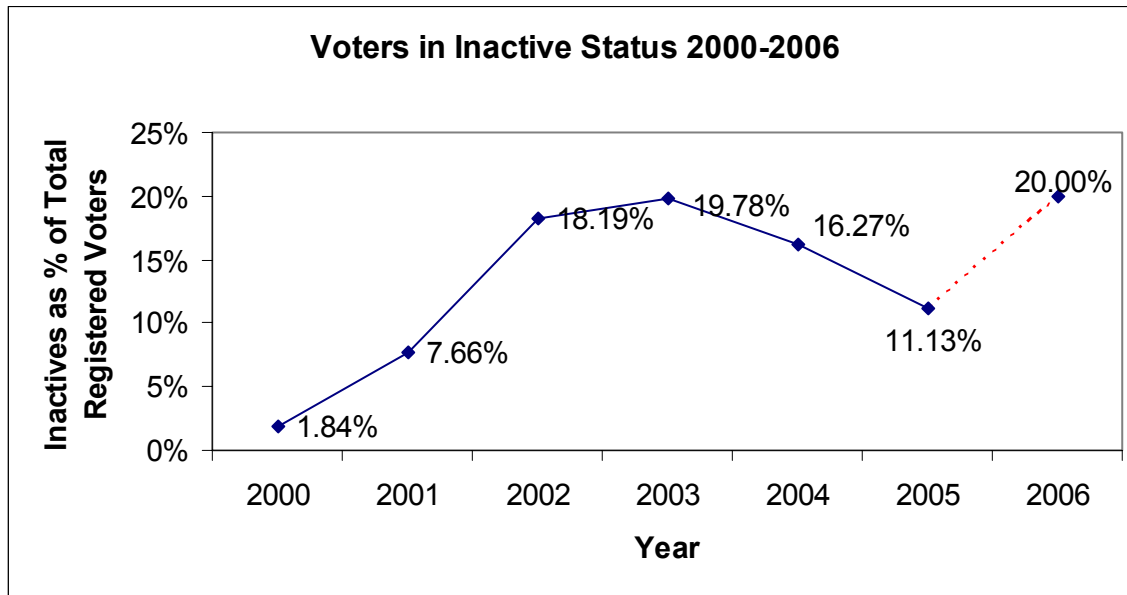
- Better training of poll workers on provisional rules and process
- Improving data entry and verification methods to decrease the number of mistakes in voter registration records
- Addition of an insert in every Durham County automobile tax bill that reminds voters to update their voter registration records when they move
- Addition of an announcement in every Durham City water bill newsletter that reminds voters to update their voter registration records when they move
- Addition of posters in all DATA buses that remind voters to update their voter registration records when they move
- Making voters aware that it is easier and more efficient for them to vote at their correct precinct

Strategies: What do you propose to do to improve program performance?

Some poll workers still make mistakes when determining whether a voter must vote provisionally. We are making plans to revise the training process, possibly holding a special training session for Chief Judges

and/or new judges. We are also planning to increase our advertisements. We may include a detachable voter registration update form with the automobile tax bill. In addition, we are looking at ways to advertise to people who are excluded from our current advertisements (e.g. people who do not own cars or ride DATA buses).

Performance Measure: Consistency in percentage of registered voters in inactive status



Story Behind the Last 2 Years of Performance

The percentage of registered voters in inactive status should remain at or around 20%. In 2005, our Inactive voters dropped to 11.13%. This is the cleanest our database has ever been.

- Better adherence to list maintenance procedures and time lines
- Timely processing of removal and duplication lists received from the State Board of Elections
- Periodic checks for internal duplications
- Improving data entry and verification methods to decrease the number of internal duplications created
- Insuring that inactive voters who show up to vote on Election Day fill out a voter registration update form
- Keeping a better record of mail and in-person contacts made by voters
- Addition of an insert in every Durham County automobile tax bill that reminds voters to update their voter registration records when they move
- Addition of an announcement in every Durham City water bill newsletter that reminds voters to update their voter registration records when they move

Addition of posters in all DATA buses that remind voters to update their voter registration records when they move

Strategies: What do you propose to do to improve program performance?

The percentage of inactive voters in our voter registration database is now being maintained at an acceptable level. In the coming years we will continue to adhere to list maintenance procedures and time lines. Voters will continue to move, however, and not report it to the Board of Elections. Our goal is to continue reminding the public of the importance of keeping their voter registration records up-to-date.

2006-07 BUDGET HIGHLIGHTS

- Revenues and expenditures are lower due to election cycle

This page intentionally blank.

REGISTER OF DEEDS

MISSION

The mission of the Register of Deeds is to act as the legal custodian of all land titles and all land transaction documents in Durham County. The mission of the office is to provide a level of service that is exemplary and the state-of-the-art for the industry to the citizens, legal professionals, and other office users.

PROGRAM DESCRIPTION

As legal custodian of land transactions, and other miscellaneous documents, the Office of the Register of Deeds records and files deeds, deeds of trust, maps, assumed name certificates for corporations, and for partnerships, military records. Additionally, the office administers the oath to notaries public, as well as issuing marriage licenses and delayed birth certificates. The Register of Deeds has the responsibility and liability for canceling deeds of trust and mortgages, and for indexing and cross-indexing documents filed.

2005-06 ACCOMPLISHMENTS

Over the past year we have continued to make progress in the areas of training, innovation and technology. We have received and maintained state certification for every eligible employee in the office. In the area of technology, we remain on the cutting edge with software and hardware that provide additional data capacity and greater accessibility to data for the user community. Listed below are a few of our more substantial accomplishments for the past year:

- We have completed installation and initial startup of Electronic Recording (e-record) and Artificial Intelligence (AI). E-Record allows the office of Register of Deeds to accept electronic documents over a secured network from any remote location. Artificial Intelligence provides a huge break through for document indexing. Document Indexing is one of the most important and time-consuming tasks in our organization. The index is used to find documents recorded in our office from the year 1881 to the present. Artificial Intelligence in this context is the process of teaching the computer to index, which can save time and staff resources. The aforementioned effort is a huge undertaking, with many facets and will span two to three years.
- Willie L. Covington, Register of Deeds for Durham County, was elected President of the North Carolina Association of Register of Deeds (2005-06).
- The Register of Deeds now provides Online Marriage Applications in English and Spanish that can be completed and submitted via online transmission.
- Maps and Plats are available online from year 1881 to the present. All online initiatives reduce the need for customers to travel to our office. It also reduces the number of times that staff need to help customers with map/plat searches or copies and requires less storage.
- We recently completed a technology upgrade and replaced eighteen (18) workstations and applicable software in our Public Vault.
- The Register of Deeds staff logged 400 cumulative hours of Continuing Educational Training.
- We had fourteen (14) staff persons certified by the N.C. Association of Register of Deeds.
- The Durham County Register of Deeds office held two statewide meetings to discuss the implementation of Electronic Recording (e-Record), Artificial Intelligence (AI), and the 'Portal' concept.

Register of Deeds

Fund: General

Functional Area: General Government

Business Area: 4180

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$894,303	\$918,138	\$898,294	\$981,943	\$1,003,307
Operating	\$436,863	\$283,518	\$350,648	\$339,867	\$311,367
Capital	\$39,026	\$271,265	\$258,080	\$202,500	\$200,000
Total Expenditures	\$1,370,193	\$1,472,921	\$1,507,022	\$1,524,310	\$1,514,674
▽ <i>Revenues</i>					
Investment Income	\$8,659	\$0	\$2,343	\$0	\$0
Service Charges	\$3,573,810	\$3,268,765	\$4,165,000	\$3,400,000	\$3,501,500
Other Revenues	(\$45)	\$0	\$217	\$0	\$0
Total Revenues	\$3,582,425	\$3,268,765	\$4,167,560	\$3,400,000	\$3,501,500
Net Expenditures	(\$2,212,232)	(\$1,795,844)	(\$2,660,538)	(\$1,875,690)	(\$1,986,826)
FTEs	17.00	18.00	18.00	18.00	18.00

2006-2007 PERFORMANCE MEASURES

Story Behind the Last 2 Years of Performance

Situation two years ago was:

- Due to document fluctuations, we were unable to accurately predict recording personnel requirements.
- There was a lack of trained staff.
- Changes to existing document handling processes at the recording station were required due to the volume of documents received and to the skill level of recorders.

Strategies to Improve Program Performance

- Add necessary permanent staff.
- Provide more cross training of staff.
- Continue to handle spikes in volume with temporary employees.
- Introduce the use of E-Recording.

This page intentionally blank.

General Services

Fund: General

Functional Area: General Government

Business Area: 4190

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$1,575,392	\$1,680,081	\$1,662,638	\$1,987,488	\$1,899,852
Operating	\$4,836,128	\$5,581,689	\$5,080,105	\$7,158,349	\$5,377,594
Capital	\$0	\$24,506	\$29,241	\$1,176,000	\$160,000
Total Expenditures	\$6,411,520	\$7,286,276	\$6,771,984	\$10,321,837	\$7,437,446
▽ <i>Revenues</i>					
Intergovernmental	\$40,145	\$35,350	\$31,487	\$136,664	\$136,664
Rental Income	\$10,833	\$26,000	\$21,028	\$20,000	\$20,000
Service Charges	\$590,581	\$532,900	\$532,300	\$532,900	\$532,900
Total Revenues	\$641,559	\$594,250	\$584,815	\$689,564	\$689,564
Net Expenditures	\$5,769,961	\$6,692,026	\$6,187,169	\$9,632,273	\$6,747,882
FTEs	34.00	36.00	36.00	42.00	39.00

2006-07 HIGHLIGHTS

Administration

Budgeted amount allows Administration to maintain current level of service.

Plus:

- 1 new FTE Maintenance Technician I (for new North and East Branch libraries)
- 1 new FTE Maintenance Technician II (Quality Control Inspection)
- 1 new FTE Equipment Technician (Locksmith/Carpenter)

Public Buildings

Budgeted amount allows for maintenance of Public Buildings at current levels.

Plus new initiatives:

- Bring Administrative Complex Backflow apparatus into compliance with the City code
- 1204 E. Club Blvd. building roof replacement
- Cooperative Extension Building Repair
- Renovate Law Building bathrooms
- Repair Detention Center Fire Alarm
- Cooperative Extension roof repair
- Operation Breakthrough roof repair
- Detention Center chiller interface contract
- Senior Center Maintenance Contract
- Underground fuel storage tank removal at Lincoln Community Health Center
- Repair Youth Home parking lot
- Repair Carmichael Building Windows

Pest Control

- Budgeted amount allows Pest Control to maintain current level of service.

Mail Room

- Budgeted amount allows the Mailroom to maintain current level of service.

GENERAL SERVICES-ADMINISTRATION

MISSION

The Mission of General Services is to provide quality maintenance services to our customers in a safe and cost effective manner.

PROGRAM DESCRIPTION

General Services Administration is responsible for the planning, organization, control, directions, and staffing of the General Services department. The department is responsible for the solid waste efforts of the county; maintenance and repairs to all county facilities and properties; provides project management services for county capital projects; provides mail courier services; signage for county roads; and provides animal control services to the general public. The General Services Department is open from 7:30 am to 5:00 pm and is located at 310 South Dillard Street, Durham, North Carolina.

2005-06 ACCOMPLISHMENTS

- Employees continue Red Cross certified First Aid and CPR refresher training.
- Increased quality control by assigning new Project Facilitator, Quality Control duties 20% of the week.
- Completed required SAP training.
- Provided Project Management services for General Services FY 05-06 projects.

General Services-Administration

Fund: General

Functional Area: General Government

Fund Center: 4190410000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$1,469,468	\$1,571,108	\$1,551,779	\$1,873,458	\$1,782,880
Operating	\$386,448	\$375,983	\$514,016	\$389,618	\$372,088
Capital	\$0	\$24,506	\$29,241	\$0	\$0
Total Expenditures	\$1,855,916	\$1,971,597	\$2,095,036	\$2,263,076	\$2,154,968
▽ <i>Revenues</i>					
Intergovernmental	\$40,145	\$35,350	\$31,487	\$28,408	\$28,408
Rental Income	\$10,833	\$26,000	\$21,028	\$20,000	\$20,000
Service Charges	\$15,323	\$600	\$0	\$600	\$600
Total Revenues	\$66,300	\$61,950	\$52,515	\$49,008	\$49,008
Net Expenditures	\$1,789,616	\$1,909,647	\$2,042,521	\$2,214,068	\$2,105,960
FTEs	31.00	33.00	33.00	39.00	36.00

GENERAL SERVICES-PUBLIC BUILDINGS

MISSION

The mission of General Services is to provide quality maintenance services to our customers in a safe and cost effective manner.

PROGRAM DESCRIPTION

Costs of maintenance and repair of all major facilities owned or operated by Durham County is budgeted within this cost center. A total of 1,360,123 building square feet consisting of 1,233,579 (county owned), 78,477 (county leased), and 48,067 (ABC Board) is maintained by General Services, see attached listing. Activities performed in this program include, but is not limited to: plumbing, heating/air conditioning, electrical services; minor renovations to county facilities; energy management and utilities; and miscellaneous contracts for janitorial, elevators, chiller/HVAC, water treatment, etc.

2005-06 ACCOMPLISHMENTS

- Lincoln chilled water plant replacement (complete)
- Replacement natural gas generator replacement at Lincoln (in progress)
- Lincoln video surveillance system replacement (in progress)
- New diesel generator installation at Animal Shelter (complete)
- Re-roof Youth Home (PO assigned)
- Re-roof Criminal Justice Resource Center (PO assigned)
- Installation of security revolving door at Judicial (complete)
- Bilingual signage Agriculture Building (complete)
- Bilingual signage Willard Street Building (complete)
- Bilingual signage Judicial Annex (complete)
- Installed new exterior lighting at the Judicial Annex (complete)
- Installed new exterior lighting at the Youth Home (complete)
- Installed new washing machine at the Youth Home (complete)
- Installed new dryer at the Detention Center (complete)
- Re-worked 5 sliding doors at the Detention Center, multi-year project (PO assigned)
- Replaced 1978 International 4-wheel drive tractor (complete)

2006-2007 PERFORMANCE MEASURES

Performance Measure: Stadium Cost –Revenue vs. Expenditure

	1998	1999	2000	2001	2002	2003	2004	2005	2006
Operating Expenditures	\$28,669	\$26,243	\$26,607	\$26,703	\$35,050	\$26,500	\$35,266	\$27,263	
Revenues Collected	\$10,994	\$8,500	\$11,893	\$22,581	\$15,096	\$15,569	\$17,443	\$26,155	
% Difference	62%	68%	55%	15%	57%	41%	51%	4%	

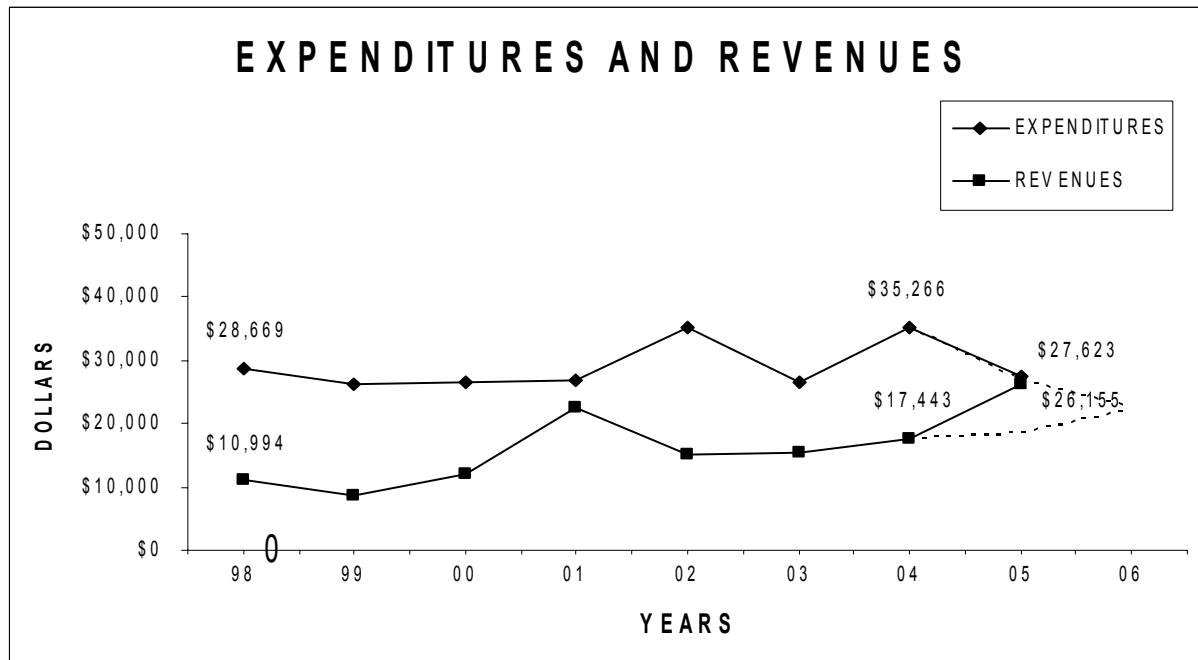
General Services-Public Buildings

Fund: General

Functional Area: General Government

Fund Center: 4190420000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$4,432,391	\$5,173,621	\$4,529,033	\$6,736,822	\$4,973,597
Capital	\$0	\$0	\$0	\$1,176,000	\$160,000
Total Expenditures	\$4,432,391	\$5,173,621	\$4,529,033	\$7,912,822	\$5,133,597
▽ <i>Revenues</i>					
Intergovernmental	\$0	\$0	\$0	\$108,256	\$108,256
Service Charges	\$575,259	\$532,300	\$532,300	\$532,300	\$532,300
Total Revenues	\$575,259	\$532,300	\$532,300	\$640,556	\$640,556
Net Expenditures	\$3,857,132	\$4,641,321	\$3,996,733	\$7,272,266	\$4,493,041
FTEs	0.00	0.00	0.00	0.00	0.00



Story behind the last two years of performance

- Stadium Authority increased user fees in February, 2004 and February, 2006, to increase revenue potential.
- Because of normal wear and tear, basic maintenance of the facility is also increasing.
- The graph above reflect the difference between expenditures and revenues closing between FY 2004 and 2005.

Strategies: What do you purpose to do to improve program performance?

- Investigate options to reduce facility expenditures
- Utilize web site and other low cost advertising to help increase revenues

GENERAL SERVICES-PEST CONTROL

MISSION

The mission of General Services is to provide quality maintenance services to our customers in a safe and cost effective manner.

PROGRAM DESCRIPTION

The Pest control Program provides Pest Control Services for county-owned buildings and mosquito control services for areas within the geographical boundaries of Durham County. Activities include regular scheduled spraying of approximately 53 county properties, including ABC stores, and EMS facilities for the control of pest and the prevention of mosquito breeding by cutting, clearing, cleaning, larviciding, and herbiciding of drainage areas. The program provides public assistance for violation, orders of abatement, and educational information under the guidance of the North Carolina Department of Pest Management.

2005-06 ACCOMPLISHMENTS

- Treated 27,583 square feet per month of county owned/leased facilities
- Treated 3,000 linear feet of drainage ditch with 24 gallons of mosquito larvicide and 30 briquettes
- Provided mosquito control services and educational materials to county residents as requested
- Provided monthly pest control services to 53 county facilities

General Services-Pest Control

Fund: General

Functional Area: General Government

Fund Center: 4190450000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$38,473	\$39,966	\$40,460	\$42,011	\$43,112
Operating	\$4,368	\$12,473	\$6,546	\$11,316	\$11,316
Total Expenditures	\$42,841	\$52,439	\$47,006	\$53,327	\$54,428
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$42,841	\$52,439	\$47,006	\$53,327	\$54,428
FTEs	1.00	1.00	1.00	1.00	1.00

GENERAL SERVICES-MAILROOM

MISSION

The mission of General Services is to provide quality maintenance services to our customers in a safe and cost effective manner.

PROGRAM DESCRIPTION

The mailroom provides the pick-up and delivery of interdepartmental mail and the metering and processing of outgoing US Mail. Activities in this organization include pick-up, delivery, and processing US Mail, processing Federal Express and UPS request, the pick-up and delivery of incoming and out-going interdepartmental mail between approximately thirty agencies, the metering and charge-back of postal charges to departments; bulk purchase and distribution of copy paper and courier services weekly or as needed to members of the Board of County Commissioners.

2005-06 ACCOMPLISHMENTS

- Continued working to educate users on how to reduce first class mail and maximize pre-sort mailing.
- Upgraded the county's postage meter and scale to conform to the new 2006 postal regulations.
- Processed 692,784 pieces of U.S. Mail.

General Services-Mailroom

Fund: General

Functional Area: General Government

Fund Center: 4190460000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$67,451	\$69,007	\$70,399	\$72,019	\$73,860
Operating	\$12,921	\$19,612	\$30,510	\$20,593	\$20,593
Total Expenditures	\$80,372	\$88,619	\$100,909	\$92,612	\$94,453
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$80,372	\$88,619	\$100,909	\$92,612	\$94,453
FTEs	2.00	2.00	2.00	2.00	2.00

Information Technology

Fund: General

Functional Area: General Government

Business Area: 4200

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$2,357,713	\$2,562,557	\$2,319,060	\$2,791,363	\$2,718,265
Operating	\$822,606	\$942,275	\$626,929	\$1,848,524	\$1,780,388
Capital	\$108,240	\$39,500	\$10,515	\$266,146	\$143,200
Total Expenditures	\$3,288,559	\$3,544,332	\$2,956,504	\$4,906,033	\$4,641,853
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$3,288,559	\$3,544,332	\$2,956,504	\$4,906,033	\$4,641,853
FTEs	35.15	38.15	38.15	42.15	39.15

2006-07 HIGHLIGHTS

- A new "Voice Communications" funds center has been created under the Information Technology department to assist in the oversight and billing of county phone lines. Previously, phone lines and line maintenance were budgeted in individual departments.
- New 1.0 FTE – Administrative Assistant II
- Office Space Renovations and Furniture funding
- SAP Training and System Maintenance

INFORMATION TECHNOLOGY

MISSION

Information Technology's mission is to help other agencies of Durham County Government better serve the Citizens of Durham.

PROGRAM DESCRIPTION

Department's Purpose:

The Information Technology Department provides consulting, installation and management of computers and technology for the County. This includes engineering and support of the Durham County wide-area-network backbone, desktop support, and applications development and support to the agencies of Durham County Government.

The first priority of the IT Department is to support the existing computers and applications used by the County Agencies to provide services to Durham County Citizens. The goal is to provide a stable, predictable and reliable computing environment.

A second and perhaps more important priority of Information Technology's objectives is to advise, plan, implement and manage new uses of technology to improve the ability of Durham County Agencies to provide effective and efficient service to our citizens.

Organization Description:

Information Technology is organized into four divisions, Development & Support, Operations, Network Services and Administration.

The Development & Support division includes programmers, programmer/analysts and systems analysts. The Operations group is responsible for the day-to-day operations in the computer room, the mainframe computers and operating systems, and terminals. The Network Engineering & Support team is responsible for designing and supporting the Durham County Wide-Area-Network, network servers, application servers, desktop workstations and communications. The Administration group manages accounting, recruiting, planning, fiscal management, telecommunications, etc.

2005-06 ACCOMPLISHMENTS

IT

- Provided support to Finance, Human Resources and Budget in implementing new SAP R/3 applications to replace the obsolete AMS system. A fully integrated software package, SAP R/3 features include online benefit enrollment, remote employee time entry and personnel interface services.
- Initiated Document Management and Imaging pilot project in DSS, which will reduce paper, minimize document redundancy, save space and provide faster and more efficient access to electronic documents.
- Developed a DSS Web based Appointment Scheduling system which automates services such as food stamp recertification.
- Upgraded Durham County Library technology, replacing library services and management applications and adding improved public high-speed Internet connectivity at Main Library. Managed network installation at the new East library including staff and public networks including free public wireless internet access.
- Implemented third year of the computer equipment life-cycle replacement plan which includes desktop systems, servers, network printers and network equipment.
- Managed network security and successfully prevented internal network outages due to virus outbreaks or malicious attacks.
- Installed alternate backup connectivity for the Emergency Operations Centers and Fire Marshall to increase availability of network access for critical operations.

Voice Communications

- Converted 1,233 Centranet Voice-Mail boxes to Unity Voice-Mail - Saving \$3,699/month.
- Completed installation of digital telephone system (IP Telephony), upgrading 76% of DCG telephones in 11 departments funded by operating cost savings.

Information Technology

Fund: General

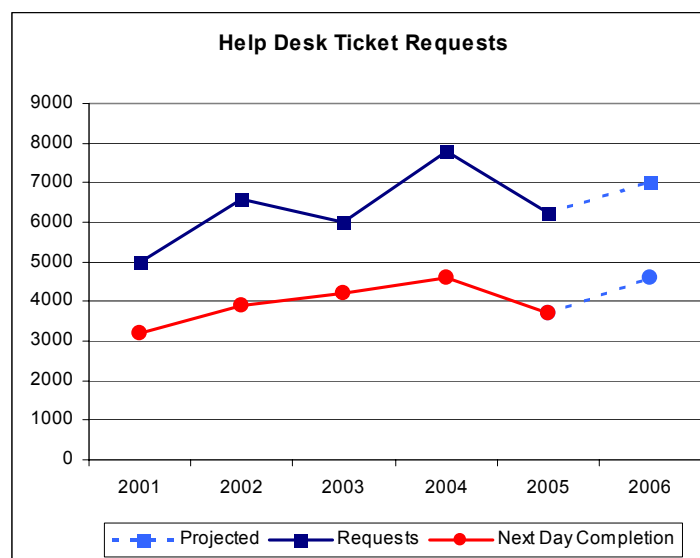
Functional Area: General Government

Funds Center: 4200191000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$2,357,713	\$2,562,557	\$2,319,060	\$2,791,363	\$2,718,265
Operating	\$822,606	\$942,275	\$626,929	\$1,120,530	\$1,052,394
Capital	\$108,240	\$39,500	\$10,515	\$266,146	\$143,200
Total Expenditures	\$3,288,559	\$3,544,332	\$2,956,504	\$4,178,039	\$3,913,859
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$3,288,559	\$3,544,332	\$2,956,504	\$4,178,039	\$3,913,859
FTEs	35.15	38.15	38.15	42.15	39.15

2005-06 PERFORMANCE MEASURES

Performance Measure: Number of reported failures resolved by the next business day



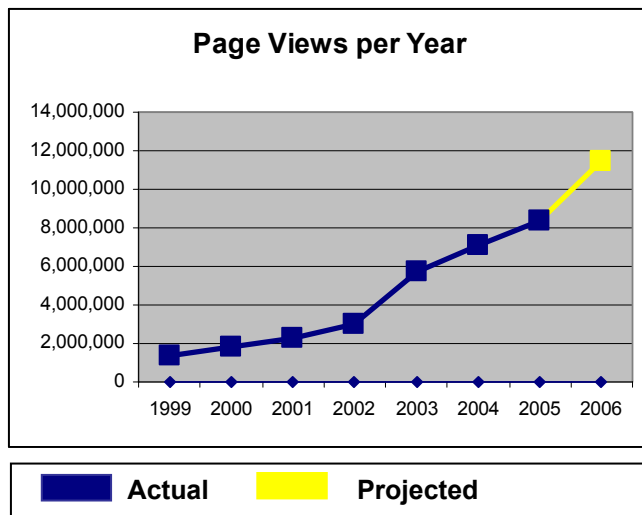
Story Behind the Last Two Years of Performance

Durham County Government's technology staffs consists of over 30 professionals including an administrative and help desk staff; computer operations staff; network and desktop support technicians, network administrators, network and security engineers, systems developers, systems analysts and programmers. Over the years, it has grown and changed to meet the requirements for service to departments. Implementation of centralized call tracking and management through a Help Desk system in 2000 improved services and the integration and cross training and utilization of help desk and desktop support under a single first-line supervisor further improved service almost 2 years ago. This past year the integration and supervision of Social Services first-level support into the IT Help Desk and Desktop Support functions has also improved and strengthened our ability to provide quality services to our users.

Strategies: What do you propose to do to improve program performance?

Our Help Desk records and attempts to resolve issues over the telephone. If issues are not resolved, the Help Desk directs them to a manager or supervisor who assigns it to a staff member. The staff member makes contact and resolves the problem. Our staff responds to calls throughout the County covering our core administrative complex as well as dozens of outlying and remote sites.

Performance Measure: County Internet Website



progressing with a project to implement a Website Content Management System (WCMS). The mission of the WCMS is to provide comprehensive coordination of citizens' county web experience. A WCMS solution will enable departments to create, manage, update and delete content of their web sites and it will allow them to control user access, and standardize management of how the site appears. IT will work with departments' web administrators to incorporate the County feedback suggestions and to develop their own internal surveys for improvement.

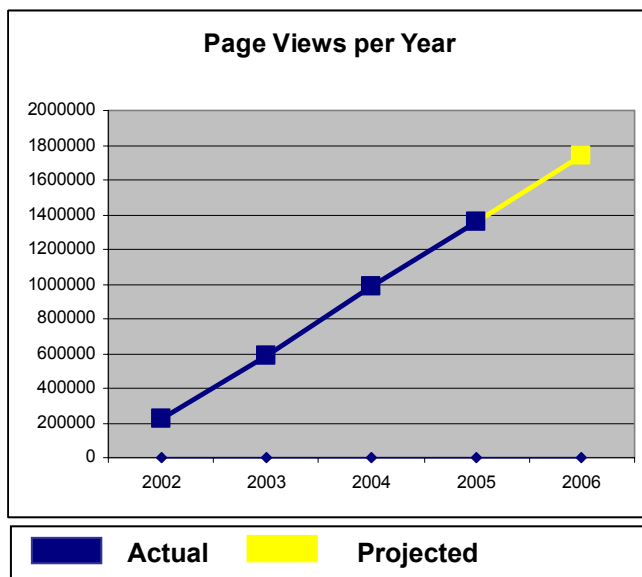
Story Behind the Last Two Years of Performance

- The County website has experienced continuous growth in the number of pages being accessed since its redesign in 1998. By the end of the 1999 calendar year, the website experienced just 1.4 million page views. By the end of the 2003 calendar year, the County website experienced almost 5 million page views.
- An average growth of almost 900,000 page views a year indicates a projected 12.7 million page views by the end of the 2006 calendar year.

Strategies: What do you propose to do to improve program performance?

- The Information Technology department is currently

Performance Measure: County Intranet Site



Story Behind the Last Two Years of Performance

The Durham County Intranet, DCInfo, was established in July of 2002 with several purposes. Of importance was the ability to make needed documents and forms centrally available to departmental and countywide employees. Secondly, there was a need to publish information that will keep employees informed of news within their departments and across the county as a whole. Finally, there was a need for a central site from which to access current and future web-enabled, employee-only applications.

Strategies: What do you propose to do to improve program performance?

Implement requested applications, refresh the design and content of the Intranet, provide better search tools, and allow personalized portals. These projects will be incorporated according to project plans in response to departments/user requests and prioritized by need.

Voice Communications

Fund: General

Functional Area: General Government

Funds Center: 4200192000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$0	\$0	\$0	\$727,994	\$727,994
Total Expenditures	\$0	\$0	\$0	\$727,994	\$727,994
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$0	\$0	\$0	\$727,994	\$727,994
FTEs	0.00	0.00	0.00	0.00	0.00

HUMAN RESOURCES

MISSION

The mission of Durham County Government's Human Resources Department is to advance organizational goals by RECRUITING, DEVELOPING AND RETAINING EXCELLENT EMPLOYEES.

PROGRAM DESCRIPTION

The Human Resources Department's purpose is to maximize the County's human resources investment by removing barriers to productivity. The HR department achieves this goal through the following functional programs: (A) Recruitment and Selection – attracting and hiring the best available candidates; (B) Classification and Compensation – maintaining internal equity and external competitiveness; (C) Employee Relations – maintaining an organizational climate conducive to positive and effective communication; (D) Policy Development – ensuring clear and consistent application of processes and procedures; (E) Training and Development – improving and expanding human resources capability and productivity; (F) Benefits Management – ensuring comprehensive, competitive, cost effective coverage; (G) Records Management – maintaining an efficient and legal records system; and (H) Performance Review – providing specific feedback to improve performance and rewarding for results achieved, thereby providing motivation.

2005-06 ACCOMPLISHMENTS

- Completed configuration and implemented the new automated SAP HR system
- Coordinated the Classification and Compensation committee meetings and interviews
- Provided requested support to the Fox-Lawson Classification and Compensation study
- Provided support to departments and trained employees on the use of the County's ERP project
- Updated and published the Classification and Compensation Manual
- Conducted salary and classification studies for several departments
- Submitted Pay Plan and Reporting data to the office of state personnel (OSP)
- Completed Business Process Procedures for the new SAP system
- Created training materials for training of staff and end users on the recruitment and personnel action modules
- Continued to work on finalizing the LME organization structure
- Developed training modules and conducted 26 classes for managers and supervisors on the SAP on-line performance appraisal system
- Maintained both on-line and manual performance appraisal reviews and approval process
- Provided on-going assistance to Mental Health RIF employees
- Advised departments on more than 30 formal disciplinary actions
- Reviewed and revised several policies

Human Resources

Fund: General

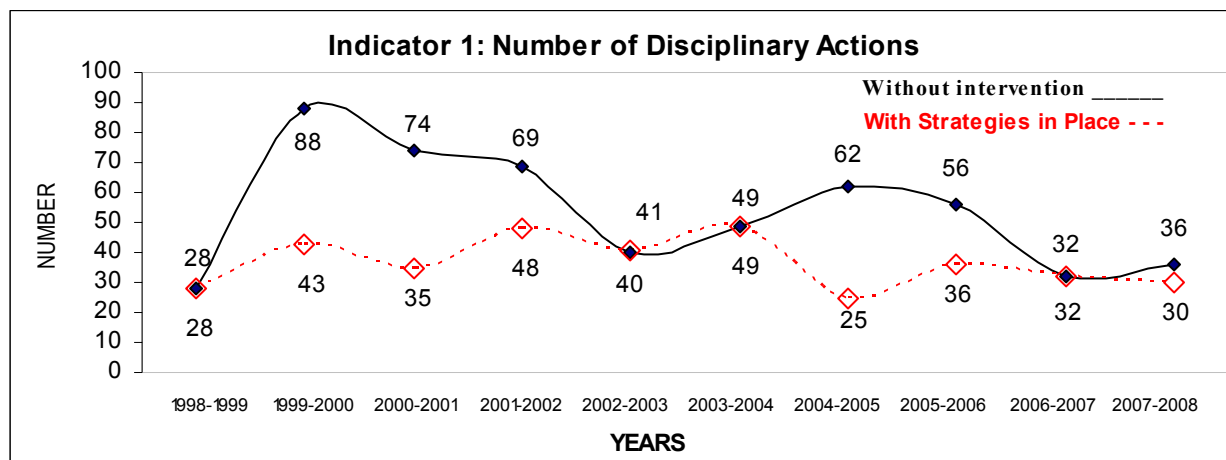
Functional Area: General Government

Fund Center: 4240170000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$1,077,313	\$1,073,189	\$1,053,791	\$1,279,624	\$1,184,253
Operating	\$199,156	\$290,688	\$250,214	\$450,831	\$303,051
Capital	\$0	\$0	\$0	\$35,690	\$0
Total Expenditures	\$1,276,469	\$1,363,877	\$1,304,005	\$1,766,145	\$1,487,304
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$1,276,469	\$1,363,877	\$1,304,005	\$1,766,145	\$1,487,304
FTEs	17.00	17.00	17.00	19.00	17.00

2006-07 PERFORMANCE MEASURES

Performance Measure: Number of Disciplinary Actions



Story Behind the Last 2 Years of Performance

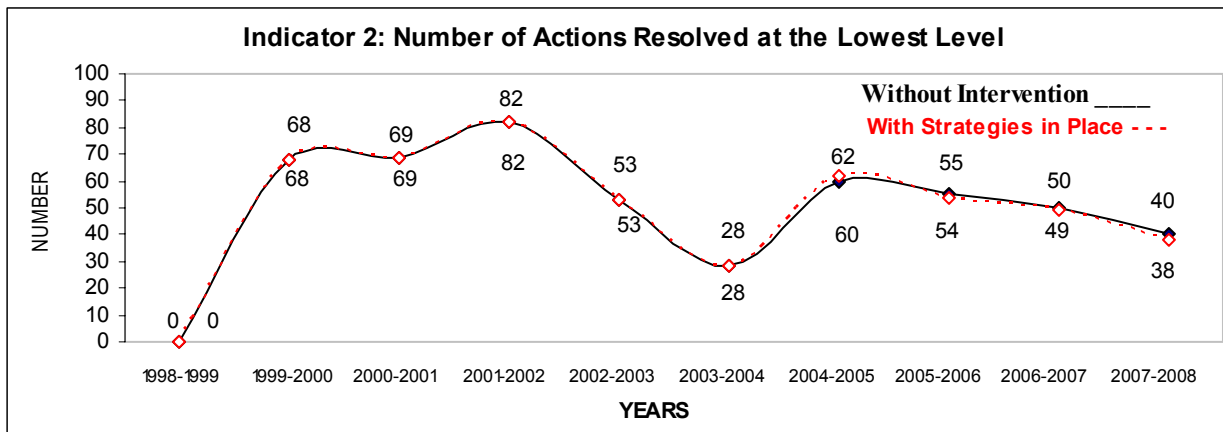
The turnover rate continues to be influenced by a variety of factors that have impacted the ability to recruit and retain competent employees. Some of these factors are:

- Mental Health's Reduction-in-Force
- Increase job opportunities in the Triangle area
- Lack of funds to implement Benchmark studies for past three years.

Strategies: What do you propose to do to improve program performance?

- Continue to work with hiring officials and departments to address potential recruitment and retention issues in advance.
- Meet with hiring officials to seek input for ways to provide better assistance with interviewing, selecting and retaining employees.
- Work with departments to ensure positions are properly classified and employees are compensated for duties being performed.
- Continue search of ways to maintain a competitive pay structure which rewards outstanding performance.

Performance Measure: Number of actions resolved at the lowest level.



Story Behind the Last 2 Years of Performance:

- Training in effective use of the salutory process would increase its use.
- Increased use would result in decrease in involuntary separations based on conduct/performance.
- The number of actions would begin to decrease as supervisors became more adept at responding quickly and appropriately to salutory issues.
- When issues did occur resulting in involuntary separations, the decision would be upheld by outside agencies; e.g., OAH, EEOC.

Strategies: What do you propose to do to improve program performance?

- Continue mandatory training in the effective/appropriate use of the salutory process.

2006-2007 HIGHLIGHTS

Budgeted amount allows Human Resources to maintain current level of service.

Plus:

- Funds for an SAP consultant for the HR module
- Funds for SAP related training for HR staff

This page intentionally blank.

BUDGET AND MANAGEMENT SERVICES

MISSION

The Budget Section is responsible for the efficient and accurate preparation and day-to-day administration of the annual operating budget in accordance with NCGS 159. The mission of the Management Services section is to provide technical and professional support and assistance to the County Manager and County departments.

PROGRAM DESCRIPTION

The responsibilities of Budget and Management Services include the annual budget process, assisting departments with preparation of their budgets, analyzing all budget requests and preparing the County Manager's annual recommended budget. In addition, the Budget Section prepares and maintains the County's capital improvement plan, performs management analysis and program evaluations for the County Manager, Board of Commissioners and County departments and oversees the administration of the County's operating budgets. The Management section provides revenue and fee analysis, customer service surveys, budget and administration support, cost reduction and performance review analysis, and management of non-profit and related grant administration.

2005-06 ACCOMPLISHMENTS

- Received Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award.
- Prepared the "Annual Operating Budget" document as well as a "Budget in Brief" for public distribution.
- Budget document placed on the County's website for public access.
- Prepared three quarterly reports for the Board of County Commissioners and County Management, monitoring departmental revenues and expenditures during the year.
- Prepared an updated budget manual and other material distributed to the departments and agencies on schedule. Placed budget manual on the Intranet for convenience and cost effectiveness.
- Developed, tested and implemented the SEM (Strategic Enterprise Management) budget preparation system and trained County employees in its use by providing hands on training classes along with a training manual to assist departments in entering their 2006-2007 budgets into the new system.

2006-2007 HIGHLIGHTS

Budgeted amount allows Budget and Management Services to maintain current level of service.

Plus:

- Funds for SAP related training for Budget staff

Budget and Management Services

Fund: General

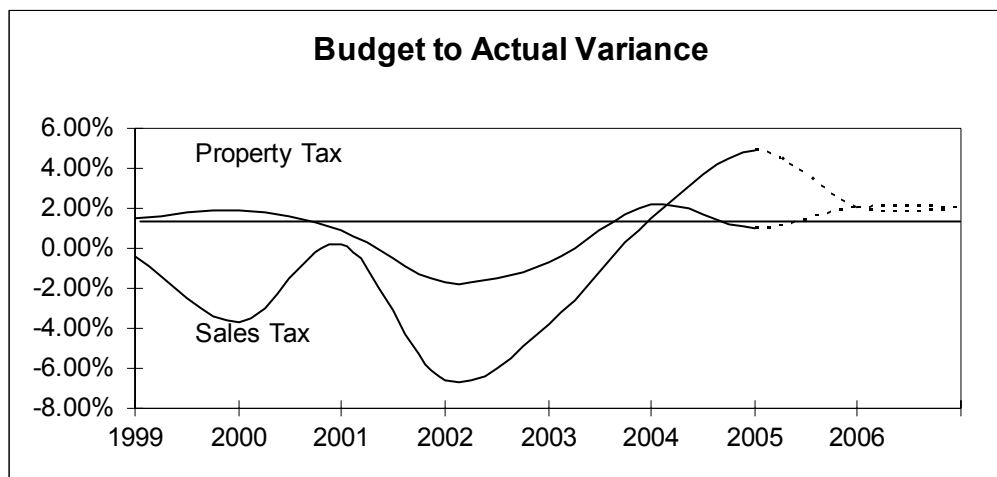
Functional Area: General Government

Fund Center: 4250134000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$371,401	\$442,539	\$394,602	\$455,724	\$462,748
Operating	\$27,211	\$34,874	\$29,687	\$37,886	\$37,886
Capital	\$0	\$1,389	\$0	\$0	\$0
Total Expenditures	\$398,611	\$478,802	\$424,289	\$493,610	\$500,634
▽ <i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$398,611	\$478,802	\$424,289	\$493,610	\$500,634
FTEs	5.00	6.00	6.00	6.00	6.00

2006-2007 PERFORMANCE MEASURES

Performance Measure: Accuracy of Property Tax & Sales Tax Revenue Projections



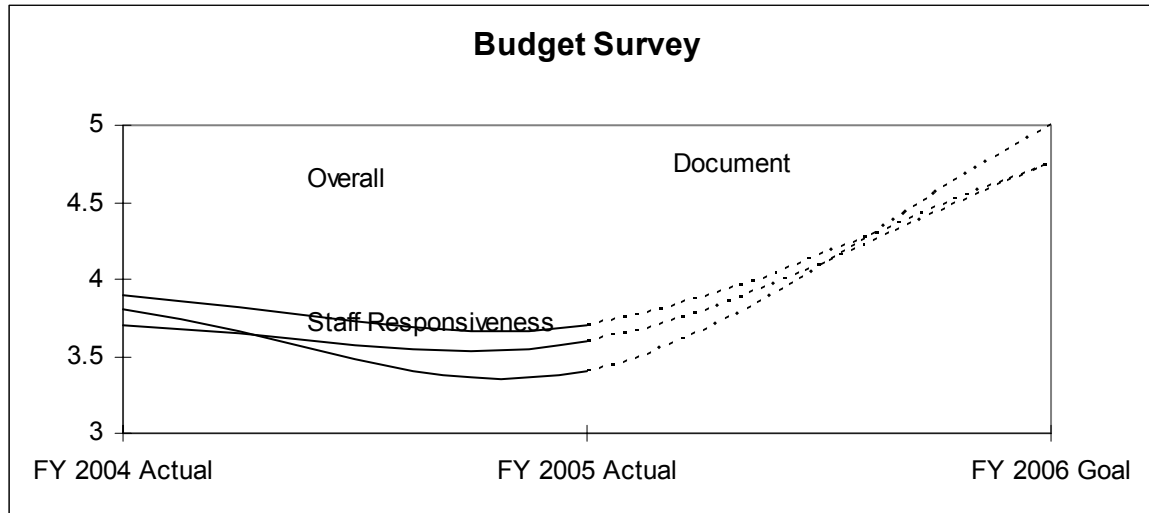
Story Behind the Last 2 Years of Performance

- Since the downturn in 2002 where both property tax and sales tax variances from budget went downward from higher 2001 levels, we have seen an upward trend. More conservative forecasting, to account for both the sluggish economy has helped. FY2005 saw variances above budgeted levels; and we anticipate at or above budget this FY2006.
- Recognition by the Government Finance Officers Association (GFOA) with a Distinguished Budget Presentation Award for the FY2005 document is seen as a measure of good service delivery, benchmarking ourselves against other jurisdictions.
- Timely presentation of recommended budget documents and approved documents has occurred every year.

Strategies: What do you propose to do to improve program performance?

- Continue to monitor local and regional trends in sales tax to ensure continued accuracy in budgeting these revenues.

Performance Measure: Gauge Customer Satisfaction through Survey



Story Behind the Last 2 Years of Performance

- FY2004 was the first year of a new budget survey format designed to capture both qualitative and quantitative data from internal customers.
- The graph above shows actual and goal numbers based on a scale of 1 to 5, with 1 indicating low satisfaction and 5 indicating high satisfaction for three of the fifteen rating questions. Satisfaction with the budget document itself; budget staff responsiveness and the overall satisfaction with the Budget Department are reflected above.
- Of the 34 individuals who received the survey, 16 completed it for a response rate of 48%.

Strategies: What do you propose to do to improve program performance?

- Use the survey information to identify areas for improvement and address as many of these areas as possible.
- Continue to distribute a similar survey annually so that qualitative data can be compared over time.
- Encourage more surveys to be completed to increase the response rate and expand pool of qualitative suggestions and comments.
- Create an external customer survey to be placed on the main internet site.

This page intentionally blank.

VETERANS SERVICES

MISSION

The mission of the Veterans Service Office in Durham County, NC is to assist the veteran, the spouse and their dependants with claims. To advise them on benefits that are offered to veterans, spouses and their dependants at local municipalities and governments to include county and state offices.

PROGRAM DESCRIPTION

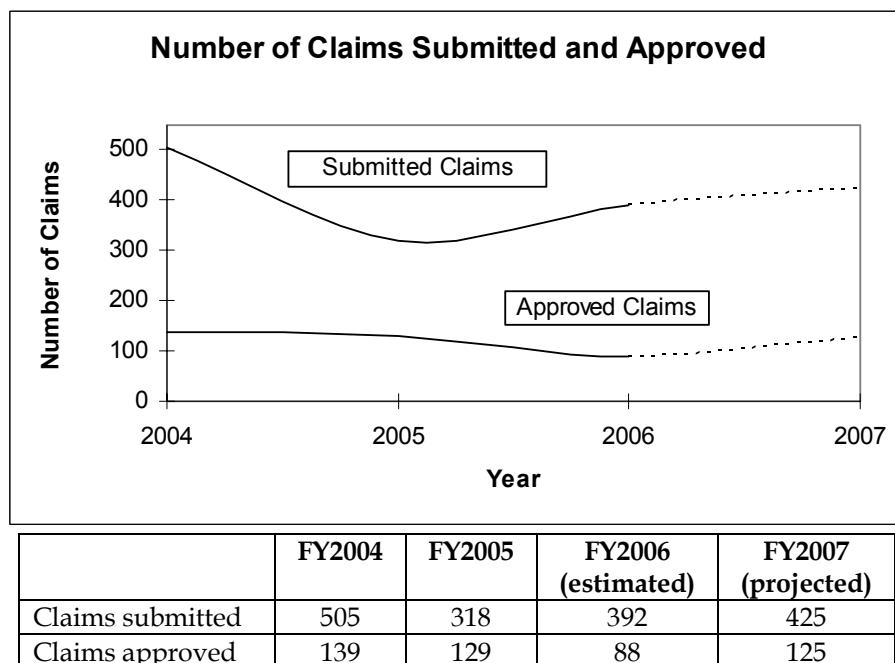
Our primary rule is to give assistance at all levels to the veteran, spouse and their dependants, addressing problems with V.A. and occasionally outside organizations. The Veterans Services Office counsels veterans and/or their family members on veterans' rights and benefits offered by the federal, state, and local governments.

This Office assists in the preparation of forms and supporting documents necessary to file claims. The Veterans Service Officer is an accredited representative of Durham County and assumes responsibility for the conscientious development and presentation of cases in which he holds power of attorney.

By law the Veterans Service Officer must provide true statements and evidence subject to proscribed penalties under failure to do so. Aside from the letter of the law a representative is bound by serious ethical considerations of fair dealing between the claimant, the claimant's representative (Veterans Services Officer) and the government.

2006-07 PERFORMANCE MEASURES

Performance Measure: Number of Claims Submitted Versus Approved



Story Behind Last Two Years of Performance

- The processing of claims vary in time approved from 45 days to 1 ½ years sometimes more.
- Approved claims can be appealed for higher evaluation which means the claim will go to Board of Veteran Appeals Washington, D.C. for a final decision.
- Veteran Service Office has experienced an increase in the amount of claims submitted because of the Global War on Terrorism, the return of the National Guard and Reserves Veterans.

Veterans Services

Fund: General

Functional Area: General Government

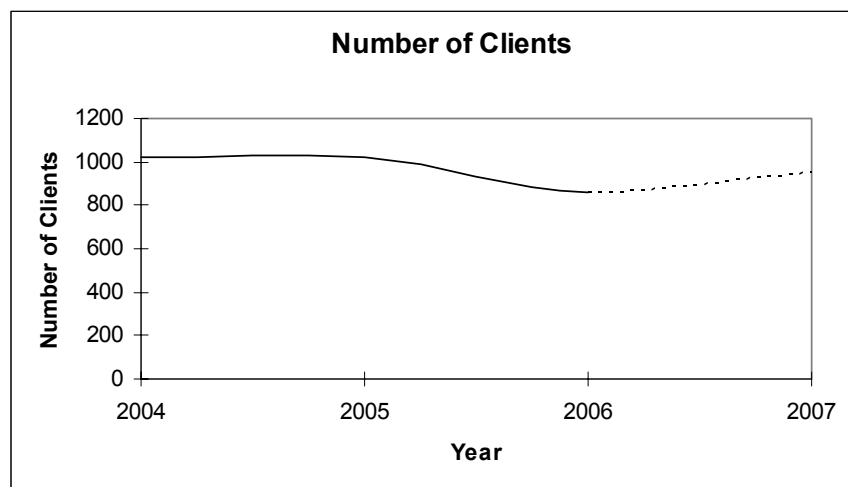
Funds Center: 4260160000

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Personnel	\$47,518	\$51,200	\$49,634	\$82,996	\$64,976
Operating	\$15,306	\$15,723	\$12,928	\$13,749	\$13,749
Total Expenditures	\$62,824	\$66,923	\$62,562	\$96,745	\$78,725
▽ <i>Revenues</i>					
Intergovernmental	\$2,000	\$2,000	\$0	\$2,000	\$2,000
Total Revenues	\$2,000	\$2,000	\$0	\$2,000	\$2,000
Net Expenditures	\$60,824	\$64,923	\$62,562	\$94,745	\$76,725
FTEs	1.00	1.00	1.00	2.00	1.50

Strategies: What do you propose to do to improve program performance?

- Keeping office open during meeting, activities and training
- Reduction of Student Veteran Work-Study Program
- Increase services to Veteran by being in office
- Implementation of VA computer system having the ability to access Veterans information in lieu of calling Veterans Administration Regional Office

Performance Measure: Number of clients served



Fiscal Year	Number of Clients
FY2004	1023
FY2005	1020
FY2006 Estimated	856
FY2007 Projected	950

Story Behind Last Two Years of Performance

- Attendance at community fairs and events, visits to Butner Federal prison, walk-in and appointment visitors has extended the reach of Veterans Services
- As a one person operation, maintaining office hours as been difficult given demands for offsite training and meetings

Strategies: What do you propose to do to improve program performance?

- With the addition of a support staff person this office would be in full time operation, would not have to shutdown office due to meeting activities and training, vacation and sick days

2006-07 HIGHLIGHTS

- New Position - .50 FTE Processing Assistant III

GEOGRAPHIC INFORMATION SERVICES

MISSION

To provide a quality service that improves our customers' productivity and decision making process through the use of technology, efficient system configuration, network and database management, customized and acquired applications, and training.

PROGRAM DESCRIPTION

The GIS team is responsible for coordinating and managing overall countywide GIS operation. It is also responsible for system management, database management, technical support, application development, and training. The GIS team operates under the Inter-local Cooperation Agreement which was amended in December 2005 and provides service to all City and County departments. Thirty four departments/agencies currently have the capability of accessing GIS databases. They are:

Public School	Animal Control
Board of Elections	Cooperative Extensions
County Engineering	Emergency Management
Emergency Medical Services	Fire Marshal
Forest Protection	Library
Public Health	Register of Deeds
Sheriff	Social Services
Soil and Water Conservation	The Tax Assessor's Office
Inspections	Planning
The City Attorney's Office	City Budget
City Clerk	City Finance
The City Manager's Office	Council
DATA	Emergency Communications
Environmental Resources	Facility Management
Fire Administration	The Mayor's Office
Parks & Recreation	Police
Public Works	Solid Waste Management

2005-2006 ACCOMPLISHMENTS

- Assisted Emergency Communications with the evaluation and configuration of a new public safety system solution and prepared GIS data layer necessary for the new Computer Aided Dispatch module.
- Managed and completed the Digital Orthophotography project.
- Reevaluated the street addressing process and began managing the countywide street addressing function.
- Completed a street atlas for the Durham Public Schools Office of Student Assignment and published the map on the GIS web site.

2006-2007 OBJECTIVES

- Maintain accessibility to the GIS databases above 99%
- Upgrade functionalities of the existing GIS Web applications and develop a new one to improve public access to the GIS information.
- Fill a GIS Coordinator position and provide GIS data for the new Public Safety system.
- Assist the Police department in developing a Police to Citizen (P2C) portal.
- Continue focusing on providing training to assist users with GIS technology in day-to-day operations

Geographical Information Services (GIS)

Fund: General

Functional Area: General Government

Business Area: 4270

Summary	2004-2005 Actual Expenditures	2005-2006 Original Budget	2005-2006 12 Month Estimate	2006-2007 Department Requested	2006-2007 Commissioner Approved
▽ <i>Expenditures</i>					
Operating	\$291,749	\$367,249	\$367,249	\$387,441	\$393,772
Total Expenditures	\$291,749	\$367,249	\$367,249	\$387,441	\$393,772
<i>Revenues</i>					
Total Revenues	\$0	\$0	\$0	\$0	\$0
Net Expenditures	\$291,749	\$367,249	\$367,249	\$387,441	\$393,772
FTEs	0.00	0.00	0.00	0.00	0.00

2006-2007 HIGHLIGHTS SIGNIFICANT CHANGES

The major changes in the FY07 budget are the increase in personal service and software maintenance costs and the decrease in special contractual services. The increase in the personal services is due to the funding need for 50% of the GIS Coordinator position. The position was approved in FY06 with 100% funding from the 911 surcharges, but it was discovered that the position is only 50% eligible for the use of the surcharges. The FY07 budget request includes the remaining 50% of the salary and benefits for the position.

The decrease in special contractual services is due to the completion of the Digital Orthophotography project in fiscal year 2006.

The FY07 budget includes costs for upgrading the Spatial Data Explorer (SDX), the most utilized GIS web application. The Internet serves as a key tool to communicate with our citizens. The SDX application is over six years old, and upgrade is necessary. A total cost for the upgrade is \$25,624, \$20,000 in special contractual services and \$5,624 for a Web server.

Performance Indicators	FY 05 Actual	FY 06 Budget	FY 06 Estimate	FY07 Projected
Workload Indicators				
# of GIS users	350	365	368	370
# of GIS applications, data layers, or databases developed	17	15	33	20
Efficiency Indicators				
% of requests for products or services delivered within the periods specified in the customer service standard	100%	95%	100%	95%
Effectiveness Indicators				
% of technical support requests resolved	100%	100%	100%	100%
% of GIS applications developed on time	100%	99.5%	100%	99.5%

FY2006-2007 HIGHLIGHTS

- Budget includes upgrade to Spatial Data Explorer.

This page intentionally blank.